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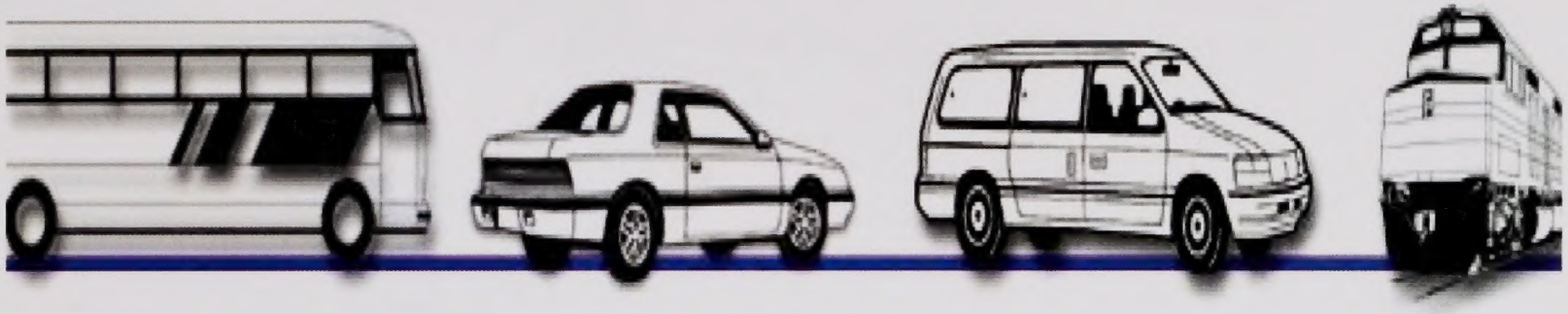

Massachusetts Rehabilitation Commission

Transportation Resource Manual

Accessible Transportation In New England

Massachusetts Rehabilitation Commission
Transportation Information Resources
Webpage: http://www.mass.gov/mrc/transportation

2nd Edition
October 8, 2004

RURAL TRANSPORTATION COALITION INITIATIVE
RESOURCE GUIDE

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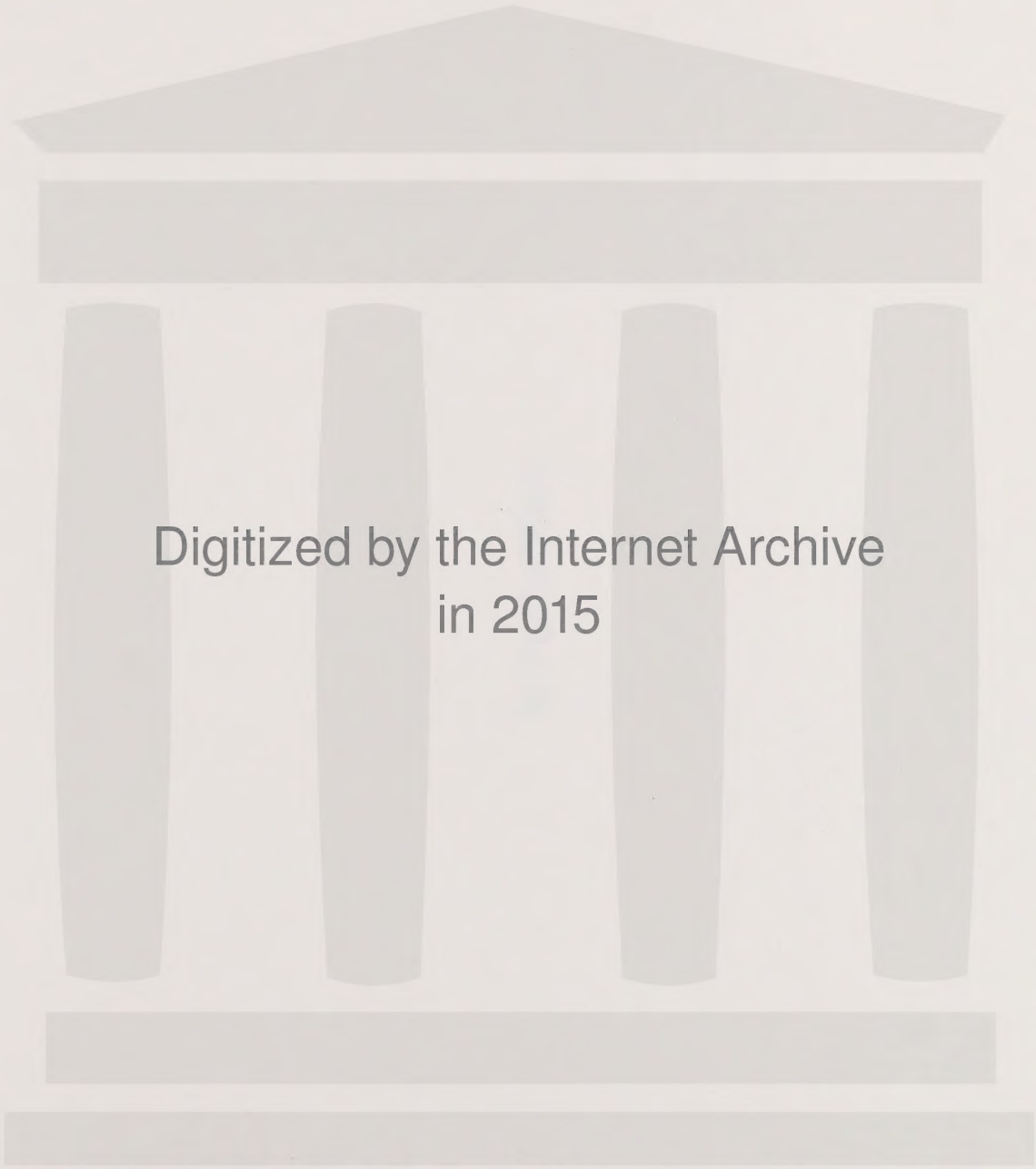

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Introduction

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KERRY HEALEY
LIEUTENANT GOVERNOR

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October 8, 2004

FORWARD

Dear Reader:

The Massachusetts Rehabilitation Commission is committed to the principle that all people with disabilities have the availability of accessible transportation to ensure access to employment and community life. We present this 2nd edition of our Transportation Resource Manual as a tool to assist all who are interested in this transportation goal.

We would like to thank the Administration on Developmental Disabilities for presenting the Massachusetts Rehabilitation Commission with the resources to develop the Manual. This support has allowed MRC to move forward to build transportation coalitions within Massachusetts and other rural communities in New England. These "grass roots" coalitions work towards bridging the gaps in transportation needs for people with disabilities.

Our best wishes to all who read and use this Resource Manual on behalf of the people we serve.

Elmer C. Bartels
Commissioner

RURAL TRANSPORTATION COALITION INITIATIVE
RESOURCE MANUAL

PURPOSE

Transportation is a vital part of life. Without transportation people cannot get to jobs, school, child-care, health care services or community activities. Public transportation is especially critical to individuals with disabilities who do not drive or cannot drive. Take a moment now to think about the impact a temporary lack of transportation would have on our daily lives. Now imagine if it persisted for years.

More than a decade after the passage of the ADA (Americans with Disabilities Act) accessible public transportation continues to offer many advantages to people with disabilities. Many transportation options now exist beyond the requirements of the ADA through federal initiatives to increase mobility for people with disabilities. However, research still shows that approximately 70% of individuals with disabilities are unemployed or underemployed, and 85% of the time, lack of transportation is cited as a barrier. This problem is even more complicated in rural areas where many residents have little or no public transportation, or what is available is frequently found inadequate. Everyone needs reliable, affordable and accessible transportation.

This 2004 2nd Edition Transportation Resource Manual is a resource for Massachusetts residents regarding existing transportation services and new transportation initiatives in the region. The Resource Manual has information on current public transportation routes, services and contacts, as well as descriptions of two examples of federal transportation initiatives and options for people with disabilities.

This Resource Manual (Grant #90DN0116) was developed through the efforts of the Massachusetts Rehabilitation Commission RTCI grant funded by the Administration on Developmental Disabilities.

ORGANIZATION OF THE MANUAL

This manual consists of 5 chapters that focus on accessible rural transportation resources in New England. Chapter I contains abstracts describing the transportation grants associated with the Massachusetts Rehabilitation Commission. Chapter II has examples of various transportation resources and innovations that the grants have investigated. In Chapter III there is an alphabetical listing by New England state of the public transportation providers. Chapter IV is a directory of many public and private transportation resources phone numbers and email addresses. Chapter V has a glossary of transportation terms that will help you communicate with transit providers.

The authors recognize that this manual is a beginning effort to catalogue an enormous amount of transportation system information and is considered a work in progress. The manual design is to continue to add resource information at future dates. Revisions and updates will be made to the electronic version of the manual found on the Massachusetts Rehabilitation Commission web page www.mass.gov/mrc/transportation/index.htm.

ACKNOWLEDGEMENTS

A special thanks to our partners and members of the Advisory Board for their contribution and support in development of this resource manual. They include:

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Glen Schultz (MRC)
Dennis Stombaugh (APRIL)
Roger Thomas (MRC)
Members of the MA State Rehabilitation Council ransportation Task Force

TRANSPORTATION TIPS

Transportation Tips for Improved Travel Experiences

1. Know your rights under the Americans with Disabilities Act (ADA).

The following information is from Easter Seals Project ACTION.

The ADA gives you the right to:

- Use any public bus or rail system
- Request route and service information in a format you can use
- Stand on a lift if you cannot use the steps of the bus or train
- Expect that all lifts and other accessible equipment be kept in good working order
- Use a common wheelchair or other mobility aid to board a bus or train
- Have stops, major streets, and intersections called out along the route
- Ride the bus or train seated in your own mobility aids
- Have securement devices made available to you
- Travel without a personal attendant or aide
- Travel with guide dogs or other service animals that are not disruptive or dangerous to others
- Travel with any necessary equipment or devices, such as respirators or portable oxygen tanks
- Ample time to get on and off a bus or rail car
- Get on and off a bus or train at any regular stop where a lift can be safely used
- Receive courteous, respectful assistance
- File complaints with the transportation provider, if necessary

The ADA expects riders to:

- Use fixed-route transportation, when possible
- Know if your mobility aid meets the "common wheelchair" requirements (30" wide x 48" long or less and no more than 600lbs when occupied)

- Arrive at the bus, train, or paratransit stop at the correct time
- Know how to contact the transportation provider and receive route schedules and information
- Keep service animals under control
- Request lap/shoulder belts and securement for your wheelchair, if desired
- Signal or ask the driver to stop the bus at the desired designated stop
- Pay the proper fare
- Treat the driver and other passengers with courtesy and respect
- Know how to file complaints with the transit company, if necessary

2. **Know accessible travel details when you travel.**

- Know what your community offers, familiarize yourself with the accessible bus, train and transit routes.

MA Transit Access Pass	Persons with disabilities, who live in Massachusetts, may qualify for a Statewide Transportation Access Pass (TAP). The Pass is issued by 13 Regional Transit Authorities and entitles the bearer to reduced fares on all fixed route services across the state, including buses, trains, rapid transit, trolleys, commuter rail, and commuter boat. You must obtain an application for the TAP from your local regional transit authority.
Buses	If you notify Greyhound, Trailways, Vermont Transit or other interstate bus companies 48 hours in advance that you plan to travel on a particular bus, they can accommodate you by ensuring the bus has a lift. Note, however, that wheelchairs cannot move from their position to the bathrooms in the bus.
Amtrak	Individuals with disabilities can request a 15% fare discount. It is best for wheelchair users to telephone reservations for wheelchair slots, as these are limited, and occasionally fill up. If you are getting on at an intermediate stop, ask where you should wait on the platform. Also, let Amtrak know if you require boarding assistance.
Taxicabs	Some towns and cities have part of their taxicab fleet as wheelchair accessible. Usually they charge the same rates, but ask to be sure.
Centers for Independent Living	Will have current community information about accessible transportation resources.
Hotel/airport	Many hotels have free airport shuttle service. Find out if the airport and hotel have local rail or metro stations and if they are accessible.

Chapter I

MRC Transportation Grant Initiatives

This new statewide data will enable agencies to coordinate with Regional Transportation Planning Organizations to ensure that the needs of the agencies and persons with disabilities are considered in long term planning for regional Transportation Improvement Plans.

The target population for this grant will be individuals with disabilities who are employed, seeking employment or receiving vocational rehabilitation services from public and private organizations that are unable to obtain transportation. New services and databases will be developed with the cooperation of three transit agencies in the target areas, statewide transit and ridesharing organizations, and with input from local consumers, rehabilitation agencies, and independent living agencies.

The specific Project Objectives include:

- To assist in developing appropriate transportation options for at least 3,200 individuals over the five-year period.
- To develop and demonstrate the feasibility of a range of transportation options for persons with disabilities that can be requested and used independently.
- To develop and demonstrate transportation options that are affordable and sustainable.
- To develop and demonstrate transportation options that are accessible to all persons with disabilities.
- To promote the development and expansion of accessible, affordable public transit in areas where these services do not exist.
- To expand the availability of MRC program transportation by lowering costs of these services through coordination with other agencies.
- Development of marketing and replication tools.

These innovative strategies, implemented in a collaborative way, will provide the foundation on which to build a shared vision and responsibility for creating service delivery methods that result in addressing the transportation barrier that people with disabilities experience.

Funding Source: U.S. Department of Education (DOE)/ Rehabilitation Services Administration (RSA)
Project Duration: 5 Years

Transportation Access Project (TAP)

Helping people with disabilities, who live in Boston's North Shore area, find accessible and affordable transportation services, supporting their efforts to work and live independently.

Project Summary: The North Shore Workforce Investment Board (NSWIB), along with its North Shore Career Centers (NSCC), have formed a unique alliance with the Massachusetts Rehabilitation Commission (MRC) and the Cape Ann Transportation Operating Co., Inc. (CATOC), to design and implement transportation service delivery strategies aimed at providing comprehensive transportation information and services and expanding the transportation options available to people with disabilities; also partnering with the alliance are technology and travel training specialists, Bridgewater State College and the Kennedy Center, respectively, which strengthen what is already a formidable alliance.

Our approach expands MRC's successful Transportation Options Manager (TOM) model into a new geographic area, the North Shore of Boston. It also introduces the model to a new arena, specifically the One Stop Career Centers, in targeting employment transportation for people with disabilities.

The specific objectives of this project are as follows:

1. Provide Person Centered Transportation Planning services to people with disabilities and disseminate transportation resource information to community organizations that provide services to people with disabilities and employers. The object will be to assist 200 people with disabilities in their efforts to choose, obtain and maintain accessible and affordable transportation services that promote their efforts to work and live independently in their respective communities.
2. Coordinate community transportation planning efforts with area employers.
3. Formulate plans to identify unmet transportation needs and develop policy recommendations to eliminate the actual barriers in available public transportation, i.e., situations where transportation needs cannot be met, thus improving the transportation options for people with disabilities.

Transportation Options Managers:

Kay Nordstrom or Norm Ketola
North Shore Career Center
70 Washington St.
Salem, MA 01970
Phone: (978) 825-7208
Email: tap@detma.org

Chapter II

Transportation Innovative Resources & Navigation Assistance

Vanpooling

Massachusetts Rehabilitation Commission - Transportation Options Project (TOP)

Franklin Regional Transit Authority

Accessible Van Service Pilot Project

Our Goal: Increase transportation independence for people with disabilities going to work and employment training programs (jobs, job interviews, school & vocational rehabilitation).

Our Mission: Establish the ability for commuters with disabilities living in rural communities to have vanpool service to work.

In the Spring of 2003, the Franklin Regional Transit Authority (FRTA) and the Quabbin House (a holistic community mental health program of Clinical and Support Options, Inc.) collaborated to provide members with a continued means of getting to and from work. The program's previous vehicle had become inoperable, and no funds existed to replace it. The FRTA was able to assist the Quabbin House by leasing them an accessible van to transport members to the program's clubhouse. In addition, members are provided with transportation to their prospective work sites weekdays during the hours of 8:30 a.m. and 3:00 p.m. The van is currently utilized for locations within the Orange/Athol area.

Franklin Regional Transit Authority is one of the Regional Transit Authorities that received a van through the Executive Office of Transportation and Construction as part of the Transportation Option Projects (TOP) operated by the Massachusetts Rehabilitation Commission and funded by the US Department of Education, Rehabilitation Services Administration Grant H235H000068. EOTC Contact: Joanne Chiampa, 617-973-7062.

This grant increases transportation independence for people with disabilities going to work and employment training programs in rural areas. The goal is to connect people with transportation they can afford and sustain and create new options. For more information contact 413-774-2262.

The TOP Grant is looking to develop additional accessible vanpools with other Massachusetts communities. For more information or to become an ally of the project, contact the Transportation Options Manager in your area.

MassRIDES:

MassRIDES: The Massachusetts Department of Transportation's new statewide travel options program provides assistance to commuters, employers, students, and other travel markets.

How It Works: Vanpooling is a cooperative arrangement in which 7 to 15 commuters with common schedules share the ride to work. In most cases, one person from the group volunteers to do the driving in exchange for a free commute and personal use of the vehicle. Each group has at least one backup driver who assumes responsibility for the van should the regular driver be ill or on vacation. The pick-up/drop-off points and the route are set and agreed to by the group.

Vanpooling is a super-carpool for commuters who drive longer distances to work. **MassRIDES** can help you form a vanpool by locating and bringing together 7-15 people who share a ride and commuting costs to and from work. We'll help to map your locations, identify a meeting place, and even assist in qualifying passengers as back-up drivers.

Costs: The exact monthly cost of your MassRIDES vanpool will vary depending on your choice of vendor, your choice of vehicle, and the total roundtrip miles your group travels daily. MassRIDES' Vanpool Coordinator will guide you through your options and help you select the right vehicle and pricing for your group.

The cost of your vehicle - including the van, insurance, maintenance, and applicable sales tax - is covered in one monthly payment, which is made directly to the vehicle vendor. Payment for gasoline, tolls, and parking costs are made separately. Many successful vanpools open a checking account to pay group bills. Because the group splits the expenses, the per person charge

decreases as the number of vanpool riders increases. MassRIDES provides services to vanpools, including the marketing and ridematching assistance necessary to maintain ridership.

Benefits Of Vanpooling:

Cost Savings: Riding in a vanpool drastically reduces commute costs. Vanpoolers share gas costs, tolls, parking costs, and other expenses. Based on figures provided by the American Automobile Association, driving alone to work 50 miles each way can cost over $8,200 a year. The same commute in a 14-person vanpool can cost as little as $1,300 annually.

Convenience: Each vanpool has a unique route and schedule based on the needs of its members. In most cases, vanpoolers meet their rides at convenient park-and-ride lots each morning and are brought to their worksites. At the end of the workday, vanpoolers are usually picked up near their worksite and brought back to the park-and-ride lot.

Free Registration and License Plates: Massachusetts offers free registration and license plates to all qualified vanpools. Contact MassRIDES for certification and application information.

Insurance Discount: Vanpool passengers are eligible to receive a discount on their personal auto insurance. Every month, MassRIDES will mail the vanpool driver a pass for each qualified passenger on the van. This pass signifies vanpool participation for that month. By collecting 11 consecutive monthly passes during a policy year, a vanpool passenger can claim a 10% discount on property damage and collision coverage (up to $75) at the beginning of a policy year.

Vanpool Boarding Zones: Vanpools traveling to Boston have the opportunity to use Vanpool Boarding Zones. The Boston Transportation Department has designated a number of such zones, each of which is conveniently located on major commuting routes throughout the city. The program provides vanpools with reserved 10-minute standing zones, which may only be used by registered vanpools to pick up or drop off passengers. Time restrictions apply.

Free and Discounted Parking: Several parking lots are available in Boston exclusively for use by vanpools. These lots are free. In addition, vanpoolers can take advantage of reserved and discounted parking for vanpools in parking garages throughout the city.

To learn more about vanpooling and its benefits, call MassRIDES Vanpool Coordinator at 1-888-4-COMMUTE.

Carpooling

MassRIDES

Carpooling is the most popular form of shared-ride commuting in the country. According to 2000 U.S. Census data, 12.2% of commuters across the country get to work in a carpool containing 2 or more people. In Massachusetts, 9% of commuters travel in 2-to-5 person carpools. The popularity of carpooling is easy to understand.

Cost Savings: The American Automobile Association (AAA) estimates that driving alone to work, 25 miles each way, can cost a commuter about $22 a day and over $5,200 a year. Sharing the ride with one other person in a carpool, according to AAA, can reduce those costs to roughly $11 a day and $2,600 a year. Riding in a three- or four-person carpool can cut those costs even more. In addition, carpoolers find that they reduce wear and tear on their personal vehicles and spend less on auto maintenance.

Relief from Stress: Typically, carpool participants take turns driving. This means that car-poolers can spend more time relaxing and enjoying the ride and less time fighting traffic. When car-poolers don't drive, they sleep, read, or even get a head start on the workday. Car-poolers report that they are more relaxed, rested, and ready to face the day than drive-alone commuters.

Flexibility: Most carpools are formed through arrangements with friends, neighbors, and coworkers. If someone can't carpool one day, the group will travel without that person. If someone needs to stay late or arrive early, the group will come up with a new plan. Overall, a carpool is a flexible, friendly arrangement that can easily adjust to the needs of the people in it.

Save the Environment: When you carpool, you take cars off the road. Fewer cars on the road means less harmful exhaust polluting the air we breathe. It's that simple. When you carpool, you do your part to save the planet.

Services and Support: A number of programs and services are in place to make carpooling easier.

Ridematching: MassRIDES Massachusetts' statewide ridesharing organization, maintains an extensive database of commuters looking to form or join carpools. Using your schedule, commute origin, and commute destination, MassRIDES can link you to existing and forming carpools. To participate, call MassRIDES' 1-888-4-COMMUTE Information Line or register online.

MassPike Carpool Pass/FAST LANE* Program: Commuter groups of three or more using the MassPike and/or Sumner/Callahan Tunnel are eligible to participate in the MassPike's FAST LANE Carpool Program. Carpool registrants receive a discount on the regular price of daily tolls. To apply for the MassPike's FAST LANE Carpool Program, call the Office of Commuter Services at 1-877-627-7745 or 1-888-525-3278.
* FAST LANE is a trademark of the Massachusetts Turnpike Authority.

High Occupancy Vehicle Lanes: Commuters heading to the Boston area from the north and south can save valuable time when they carpool. Exclusive travel lanes are open on I-93 north and south of Boston. The lanes are open during the peak morning and evening commuting hours.

Park-and-Ride Lots: The Massachusetts Highway Department and the MassPike operate commuter parking lots along major roadways all over the state. Car-poolers can easily meet their rides at these convenient locations. Parking is free.

Preferential Parking: Many worksites provide preferential parking for carpools. Often located near main building entrances, these spaces are set aside for carpool commuters. Contact your company's transportation coordinator or parking manager to learn more.

To learn more about carpooling, call MassRIDES at 1-888-4-COMMUTE.

TransAction Associates, Inc.

STARTING A COMMUTER GROUP...

IN YOUR COMMUNITY
A successful commuter program requires community awareness and support.

- Discuss the concept with your local community leaders and determine if *TransAction Ridematching* supports the objectives of your community plan.
- Determine if there are any advocacy organizations in your community that will work with you to promote the concept.
- Plan a marketing strategy that targets the daily commuters. Newspapers and radio are still the best media for advertising.
- Establish relationships with business sponsors who can provide both financial help and marketing expertise.
- Give the program a high profile with innovative advertising.

***TransAction Ridematching* WILL HELP YOU MONITOR THE SUCCESS OF YOUR PROGRAM**

AT YOUR PLACE OF WORK
In small organizations, most people know each other and automatically team up for convenience. In larger organizations, typically over 100 people, co-workers often travel separately over the same routes with no knowledge of each other. *TransAction Ridematching* offers an easy way to match employees with similar routes and schedules.

- Designate someone at your place of work to be in charge of managing the program. This person is very often from the Human Resources department with a commitment to the environment.
- Survey your employees to determine how they travel to work and what difficulties they experience. Review the results and determine if a commuter matching service is an appropriate solution.
- Hold a transportation day at your work site. Have brochures available for all employees. Show that your company supports the program. Send everyone an Email or voice announcement. Make it a Fun Day!
- Establish relationships with business sponsors who can provide both financial help and marketing expertise.

TransAction Associates, Inc. is a state-certified WBE/DBE consulting firm specializing in the development and implementation of Transportation Demand Management strategies.

In addition to specializing in the establishment of regional Transportation Management Associations, other TransAction Associates' services include implementation of Employer Commute Options programs, preparation of private-sector Massachusetts Ridesharing Regulation Reports in compliance with Department of Environmental Protection regulations, and design of telecommuting and parking management programs.

The company also develops marketing materials to support these efforts; one such poster series won an Association for Commuter Transportation award.

The firm also designed the routes and schedules for four commuter shuttles and continues to manage their day-to-day operations.

REGIONAL TMA FORMATION AND ADMINISTRATION

Transportation Management Associations are not-for-profit organizations of member companies created to address transportation and parking issues in a defined geographical area.

Key Benefits

- Offer employers ability to provide a broader range of commuter services
- Offer employees services to ease the burdens of drive-alone commuters
- Demonstrate employer compliance to Regulation

Boston & Cambridge TMAs

Association	Area Served	Services Offered
Artery Business Committee (ABC) TMA Phone: (617) 557-7322 Fax: (617) 227-7505 Email: dstraus@arterybusiness.com	Downtown/ Financial District Back Bay	• Guaranteed Ride Home • Ridematching • Vanpool Subsidy • Carpool Subsidy • Bike/Walk Incentive • Telecommuting
Charles River TMA Phone: (617) 914-8081 Fax: (617) 914-8300 Contact: Jim Gascoigne Email: coin1@mit.edu	Cambridge	• Corp. Transportation Policy Analysis • Guaranteed Ride Home • Ridematching • Information Kiosks • Transportation Advocacy • Shuttle Buses
CommuteWorks/MASCO Phone: (617) 632-2796 Fax: (617) 632-2779 Contact Melissa Marantz Email: mmarantz@masco.harvard.edu	Boston: Longwood Medical and Academic Area	• Ridematching • Pool-Aide Parking Program • Emergency Ride Home • Vanpooling • Commute Fit Program • Public Transportation Information
TranSComm Phone: (617) 638-7473 or 7477 Fax: (617) 638-7176 Email: maureen.lacey@bmc.org	Boston University Medical Center (South End)	• Transit Passes • MBTA Bus Information • Subway/Bus Information • Carpooling/Ride Source • Shuttle Buses • Guaranteed Ride Home • Ridematching

		• Zip Car Affiliate
Logan Airport Employee TMA Phone: (617) 561-1613 Fax: (617) 561-1980 Contact: Todd Stewart Email: logantma@aol.com	Logan Airport	• Personalized Commuter Assistance • Ridematching • Mass Transit Information • Information Kiosks • Shuttle Buses • Ridematching Zip Car Affiliate
Seaport TMA Phone: (617) 563-2559 Fax: (617) 385-1788 Email:seaportTMA@fmr.org	South Boston Waterfront	• Access and Commuter Assistance in the emerging Seaport District

Suburban TMAs

Association	Area Served	Services Offered

128 Business Council
Phone: (781) 890-0093
Fax: (781) 890-4736
Email: 128bc@128bc.com
	Lexington
	Needham
	Newton
	Waltham
	Wellesley
		• Rideshare Program
		• Shuttle Buses
		• Guaranteed Ride Home
		• Quarterly Newsletter
		• Fixed Route Services
		  • Waltham CitiBus
		  • Bentley Citibus

Devens Transportation Management Initiative Phone: (781) 895-1100 Fax: (781) 895-1122 Email: fcondon@massdevelopment.com	Devens	• Public Transportation • Guaranteed Ride Home • Commuter Choice Information • Ridematching • Personalized Commuter Assistance

The Junction TMO Phone: (978) 247-3100 Fax: (978) 247-1988 Email: sfranzeen@wyeth.com	Andover and Wilmington: Lowell Junction/ Ballardvale Street Industrial Park	• Ridematching • Guaranteed Ride Home • Call and Commute • Subscription Bus Service • Transportation Improvement Advocacy • New Hampshire commuter express bus (coming soon)
MetroWest/495 TMA Phone: (508) 879-5600 Fax: (508) 875-9325 Email: chamber@metrowest.org	Ashland Framingham Holliston Hopkinton Hudson Marlborough Natick Southborough Westborough	• Ridematching • Guaranteed Ride Home • Public Transportation Information • Transit Subsidy Program • Bicycling/Walking Subsidy Program • Carpool Gas Card Program • Vanpool Leasing Subsidy
Neponset Valley TMA Phone: (781) 895-1100 Fax: (781) 895-1122 Email: dflynn@transactionassoc.com	Canton Norwood Westwood	• Public Transportation Information • Shuttle Buses • Ridematching • Guaranteed Ride Home • Carpool Gas Card Program • Carpool Leasing Subsidy

River Road TMA Phone: (781) 639-6262 or (781) 895-1100 Fax:(781) 639-6262 or (781) 895-1122 Fax: (617) 924-2286 Email: A.Leary@worldnet.att.net cfrene@transactionassoc.com	Andover N Andover Lawrence Methuen	• Ridematching • Guaranteed Ride Home • Public Transportation Info • Quarterly Newsletter • Telecommute Program Assistance • Commute Planning • Compliance Assistance for Mass Rideshare Regulation • Vanpool Seat Subsidy • Carpool Leading Subsidy

Travel Training

The Massachusetts Rehabilitation Commission in conjunction with the GeoGraphics Laboratory

PDA/GIS INITIATIVE

The Massachusetts Rehabilitation Commission and the GeoGraphics Laboratory have developed and deployed a prototype web-based transit information system that can be used by individuals with disabilities with handheld computers and wireless access to the Internet. These transit information capabilities include advanced travel planning features such as mapping the origin, destination and location of a third stop, accessing transit routes and schedules to service that trip, and estimated time of arrival for the next bus and the bus after that. The prototype is being tested on the Cape Cod (MA) advanced public transportation system at present, but can be migrated to other transit intelligent transportation systems (ITS) throughout the U.S.

This project, the GeoGraphics Laboratory at Bridgewater State College's Moakley Center for Technological Applications in cooperation with the Cape Cod Regional Transit Authority the Massachusetts Rehabilitation Commission, will demonstrate several innovative leading-edge transit technologies using the latest in wireless Internet capabilities to provide greater efficiencies and effectiveness in providing mobility for persons with disabilities using transit and paratransit service, as follows:

- Demonstrate the leading edge wireless handheld computers and evaluate their effectiveness for particular disabilities.
- Demonstrate the effectiveness of different communications technologies and evaluate their effectiveness and efficiency for long-term operation.
- Demonstrate the effectiveness of on-line travel planning for persons with disabilities using wireless handheld computers.
- Demonstrate the effectiveness of on-line estimated time of arrival and vehicle tracking using wireless handheld computers for persons with disabilities.
- Document the transit intelligent transportation system features that are most useful and most transferable for persons with disabilities in other transit systems with ITS technology.
- Prepare specifications for software and hardware for replication in other regions in Massachusetts and the United States.

The Massachusetts Rehabilitation Commission in collaboration with Bridgewater State College, Verizon Wireless, Hewlett Packard and the Cape Cod Regional Transit Authority

PERSONAL DIGITAL ASSISTANT TRAVEL PLANNER

The Massachusetts Rehabilitation Commission (MRC) in collaboration with Bridgewater State College, Verizon Wireless, Hewlett Packard, and the Cape Cod Regional Transit Authority established a partnership to develop, test and evaluate the effectiveness of utilizing a wireless Personal Digital Assistant (PDA) and web based travel planning tools to help people with disabilities plan and choose public transportation options that accommodate their individual needs. Funding to develop this technology demonstration pilot is provided through the Transportation Options Project (TOP) and the Rural Transportation Coalitions Initiative (RTCI) federal grant initiatives operated by MRC.

The PDA is utilized as a travel/schedule organizer to help people with disabilities plan and organize their transportation schedules. The project is testing the wireless PDA/AVL units with consumers as well as testing the picture storage and calendar features of the PDA to assist people with memory limitations recognize specific stops and follow their travel plan. The project is building this technology into travel training and planning services to help people with disabilities live and work independently in their communities.

A Personal Digital Assistant (PDA) is a handheld computer with wireless Internet capability that assists individuals with disabilities plan and schedule their transportation options using web based travel planning software tool developed by Bridgewater State College. The PDA has additional technology features to assist a person with a disability plan their transportation schedules including a calendar, electronic sound reminders, and photograph picture schedules to accommodate specific individual travel planning needs.

This technology specifically allows a traveler to connect to a computer server through a PDA device and wireless service to the Internet. The transportation server is located at Bridgewater State College. At the Bridgewater State College transportation website, the traveler can access travel planning information for the Cape Cod RTA.

A noteworthy feature of this technology is the ability of a traveler to put in their origin and destination travel points into the WebPages at Bridgewater State College and through the Automatic Vehicle Locator (AVL) transmitters located on the buses through out the Cape Cod RTA, it allows the rider know where and when the next bus will arrive.

Features and steps to train individuals to use the PDA travel-planning tools include:

A. **Picture Page:** The picture technology allows us to develop picture guides to help people with memory and learning needs identify landmarks in order to navigate the transit system from home to work. The travel training process requires a meeting with individual at their home or community provider support office to take snapshots and program it in the PDA. We utilize a 1:1 demonstration teaching methodology to demonstrate how to use this technology. The steps that we reviewed with each individual include:

1. Power up the PDA
2. Set up "click on icon" to start button
3. Click on internet explorer
4. Scroll pictures in sequence order
5. Provide user with a practice secession until they are comfortable with the PDA

B. **Calendar:** The Calendar Feature is used to plot out a person's travel schedule related to work and independent living appointments. This feature provides visual and sound reminders of appointments and travel departures times. We utilize a 1:1 demonstration curriculum to teach each person how to use the calendar

1. Provide demonstration on how to use the calendar features.
2. Demonstrate the use of sound/visual reminder feature used for appointments.
3. Users are shown how to input and delete appointments.
4. The user practices inputting and deleting calendar information.

C. **Address Book:** The address book stores emergency telephone, fax, and Email and contact information for each traveler. Project staff uses a 1:1 demonstration method to teach the user how to use this address feature in the PDA.

1. The users are provided a demonstration on how to enter and delete address information.
2. The user practices imputing and deleting information.

D. Other features: Other PDA features that are available for use in travel planning include the use of Word and Excel software programs to organize travel and planning information. We provide an overview and demonstration on how to utilize these tools.

These features are used as required to accommodate specific travel needs of individuals with disabilities.

1. Provide demonstration on how to use the Word features of the PDA.
2. Provide demonstration on how to use the Excel features of the PDA
3. Provide user the opportunity to practice imputing/deleting information into Word and Excel based on specific needs for use of these tools.

E. Estimated Time Arrival (ETA): The Estimated Time Arrival travel planning tool helps a travel predict when the next bus will arrive at their location. We utilize a 1:1 demonstration curriculum to teach each person how this travel planning feature works.

1. Icon is set up to link directly to ETA.
2. Choose list of routes.
3. Choose zone of bus stops.
4. It will demonstrate estimated time arrival.
5. The traveler is provided an opportunity to demonstrate proficiency in the use of this feature.

F. Advance Travel Planner (ATP): The Advance Travel Planner provides the traveler with an internet tool to plan their transportation routes. The travel training process requires a meeting with individual at their home or community provider support office to provide a demonstration of the ATP. We utilize a 1:1 demonstration teaching methodology to demonstrate how to use this technology. The steps that we reviewed with each individual include:

1. Set up basic ownership information in the PDA
2. Set up "click on icon" to automatically link to www.e-transit.org
3. It will show Cape Cod Advance travel planner
4. Set up origin (home address) and destination (work address) at bottom of Cape Cod Advance travel planner.

5. Click "search" and it will demonstrate "red star" at both ends of direction, it will tell you where the bus stops at chosen location.
6. Demonstrate schedules can be saved to use it on daily basis.
7. Provide user with a practice secession imputing/deleting data.

The Kennedy Center

What is Travel Training? "Travel Training" is a program that teaches people with disabilities how to properly and safely use the local bus and rail-system for their transportation needs.

Who Should Participate? *Individuals who want to become more independent.* You should live on or near a bus or rail route and the destination you need to travel to should also be on or near a public bus or rail route. Reasons for travel can include, but are not limited to job sites, rehabilitation centers, senior centers, medical facilities, and shopping centers.

What is the Cost? There is no cost for the training program. Each participant, however, is required to pay for the bus or train fare when training is taking place.

Who Does the Training? The Kennedy Center, one of the largest human services agencies in Connecticut, is responsible for this program. Since 1991, the Kennedy Center has travel trained more than 1500 people with cognitive, sensory, and physical disabilities, aged 16-95, to use local transit buses and rail for their transportation needs.

The Kennedy Center began its Travel Training program after it was awarded a demonstration grant from Project ACTION to develop a generic prototype for travel training. As the program advanced, it grew tremendously in size and scope, achieving its standing as a national leader in the area of travel training. Today, The Kennedy Center runs travel training programs in Connecticut, New York City, and Boston.

The program is highly regarded for its thoroughness, flexibility, focus on safety, attention to the "whole person," and having a very creative staff. Our strategies have been replicated throughout the nation by both transit districts and human services agencies.

How is Travel Training Accomplished? The training process is individualized to meet your personal needs, with safety being the overall emphasis. It's tailored to an easy-to-remember, step-by-step learning process. All training sessions are done in the community or either buses or trains.

Where Does the Training Take Place? A qualified mobility instructor teaches by personally traveling with you to location you desire and at times of your convenience. During each training session, techniques for safe travel are taught.

How Long Does it Take to Learn? There is no time limit for training. An instructor will stay with you until you feel comfortable and confident riding the bus or train, and will be available for a follow-up.

For More Information Contact:

Mobility Services
184 Garden St.
Bridgeport, CT 06605
Phone: 800-300-8029
Fax: 203-332-4545
Email: mobility@kennedyctr.org

Kennedy Center MBTA Travel Training Program

Designed to teach users of TheRIDE to travel on MBTA buses, trains, subway. Call (617) 222-5970 (voice), (617) 222-5854 (TTY).

Voucher Program - The Association of Programs for Rural Independent Living

5903 Powdermill Rd. * Kent, OH 44240
330-678-7648 (V) * 330-678-8467 (TTY) * 330-678-7658 (F)

APRIL's Mission and Purpose: The Association of Programs for Rural Independent Living (APRIL) is a national network of rural centers for independent living ((CIL's)) and other organizations and individuals concerned with the unique aspects of rural independent living. APRIL is organized to promote independence and strive for full rights and benefits for individuals with disabilities living in rural environments.

The lack of public transportation is one of the most serious, persistent problems reported by people with disabilities who live in rural areas. Compared to the resources allocated to urban areas, those allocated for rural public transportation are significantly inequitable. Statistically, 25% of the U.S. population lives in rural areas, but only 6% of federal transit dollars are allocated to serve them.

NATIONAL DEMONSTRATION OF A RURAL EMPLOYMENT TRANSPORTATION VOUCHER MODEL: "PLACING CONTROL IN OUR HANDS"

As part of our transportation initiative APRIL has received a major grant to demonstrate the effectiveness of a voucher model to provide transportation for people with disabilities living in rural areas. The grant is funded by RSA (U. S. Department of Education) for $1,494,218 over a five-year period (2001-2006).

Linda Gonzales serves as Project Director, Dr. Tom Seekins (RTC: Rural) and Dr. Devva Kasnitz are Co-Principal Investigators and Dr. Dennis Stombaugh is our Project Manager. The following report highlights our progress at the end of our first year (September 30, 2002).

Overview And Project Objectives: The goal of our project is to demonstrate the effectiveness of a voucher model to provide employment related transportation for people with disabilities who live in rural areas. It is projected that each of the ten demonstration sites will provide up to 40,000 miles of transportation to approximately 50 individuals for vocational and related independent living trips.

Objectives for the initial period of this project included the following:

- Select ten sites to provide diversity in geographical location, disability population served, availability of transportation resources and population density.
- Develop operational strategies and resource materials and provide ongoing technical assistance to the sites.
- Implement the voucher model at each of the ten sites and evaluate the effectiveness of the model.

Target Population And Geographic Area Served: The target population is individuals with disabilities in rural areas throughout the United States. Four sites were pre-selected and a request for proposals was widely distributed to select an additional six sites. Fifty excellent proposals were received and the ten sites were selected to achieve as much diversity as possible. TABLE I lists the ten sites and highlights important characteristics for each site.

Ten Demonstration Sites And Their Characteristics:

- Homer, Alaska
  Low population density; experience with a transportation voucher program.
- BAIN, Inc.
  Bainbridge, Georgia
  No transportation experience; 10% of county population has a visual impairment; large black minority population.
- DSNWK
  Hays, Kansas
  Transportation provider is the lead organization; transportation experience; very large rural service area.
- Southern Illinois CIL
  Carbondale, Illinois
  Large rural service area; high unemployment; large black minority population.

- South East CIL
  Fall River, Mass.
  High population density, but many remote rural areas; partnership of three CIL's
- Southwestern CIL
  Marshall, Minnesota
  Very large, very rural area; upper Midwest; no transportation available.
- Salish and Kootenai Tribes
  Pablo, Montana
  Section 121 VR program; high unemployment (49%); limited transportation experience.
- Zuni Entrepreneurial Enterprises
  Zuni, New Mexico
  Section 121 VR program; high unemployment (67%); transportation experience.
- CIL of Central Pennsylvania
  Camp Hill, Pennsylvania
  Rural area; several counties; transportation experience.
- Active Re-Entry
  Price, Utah
  Very rural area with population density of 5 people per square mile; no transportation experience.

Transportation Options Project & Franklin Regional Transit Authority
Public Token/Voucher Initiative

The Transportation Options Project (TOP) represents an alliance between federal and state governments and regional transit authorities to identify, evaluate and replicate innovative transportation options. The alliance's mission is to assist people with disabilities in their efforts to live and work independently in the community. Public transit is the most efficient, accessible and economical mode of travel for people with disabilities. Many individuals with disabilities, for a variety of reasons, have never fully utilized public transit even though it exists in their communities. Others with disabilities, who reside in areas with limited public transit service or only Para transit service, have not fully experienced utilization of the public transit system. As one feature of the TOP, a Public Token/Voucher Initiative has been developed to evaluate the effectiveness of a voucher system. The Transportation Token/Voucher Initiative is a time-limited program that will introduce people with disabilities to the use of public transportation. Offering a Token/Voucher as an incentive to learn how to utilize public transportation for the purpose of work, school and vocational training will not only encourage participation in the TOP initiative, but will promote increased ridership.

This Token/Voucher initiative is managed locally at the Regional Transit Authority level through the Transportation Options Managers (TOM). The TOM is funded through the TOP Initiative and is the primary transportation contact for people with disabilities in the community. The role of the TOM is to assist people with disabilities identify and navigate transportation options in the community. TOMs will also train people with disabilities through the Token/Voucher program to utilize public transit.

The objective of this initiative will be to introduce 10-15 new riders with disabilities to public transit each month. A Token/Voucher up to $25.00 for a period of up to 5 days will be provided to eligible participants for the purpose of learning how to utilize public transit in their respective communities. The Token /Voucher initiative will be evaluated by the Franklin Regional Transit Authority and MRC. A stakeholder's satisifaction survey and outcome report will be developed and compared to the APRIL Voucher program which utilizes private sector resources. The results of both initiatives will be reviewed by the Project Advisory Committee and the results published on the project's website.

Mobility Management - Transportation Options Managers (TOM's)

The Transportation Options Manager (TOM) is responsible for community transportation planning, coordination, navigation, and travel training for people with disabilities seeking independent living, training and employment opportunities in the community. The TOM develops Person Centered Transportation Plans (PCTP) and uses a Web based travel planner to match a persons travel needs to transportation options, public and private, available in the community. The TOM assists people to choose, obtain and maintain transportation options which best accommodate their unique travel choices and needs. The TOM provides travel training and navigation services to assist the traveler gain mastery of travel routes to promote their independence. The TOM assists in coordinating referrals to existing transportation services as well as innovative Travel Rideshare Programs, Vanpool Service Programs, Car Pool Programs, Personal Digital Assistant (PDA) Technology Programs, Voucher/Subscription Programs and Donated Vehicle/Modification Programs.

The TOM identifies unmet transportation needs through community outreach activities and documents these community-planning needs in an Access database. TOM collaborates with the Massachusetts Rehabilitation Commission and it's partners in reviewing unmet needs and to assist in developing plans to address unmet needs with community planners. Software mapping programs are used by the TOM to map out existing transportation routes as well as to identify unmet needs routes to facilitate ride matching and community transportation planning. The TOM works with all community transportation resources to improve coordination of services and increase accessible transportation in their community.

The TOM assists in the development of Transportation Resource Manuals and Transportation Resource Web Pages. The TOM serves on the Transportation Options Project (TOP) and the Rural Transportation Coalitions Initiative (RTCI) Project Advisory Committee (PAC) and participates in the development and dissemination of transportation resource information. All other duties as required by the department head.

Transportation Options Managers provide transportation planning services and resource information and solutions for people with disabilities as part of the Transportation Options Project in the following respective areas. For travel planning assistance please contact:

Pattilea Ciampaglia
Montachusett Regional Transit Authority
100 Main Street
Fitchburg, MA 01420
Phone: (978) 353-0333
Email: pciampaglia@montachusettrta.org

Greater Attleboro Taunton Regional Transit Authority
10 Oak Street
Taunton, MA 02780
Phone: (508) 823-8828

Andee Williams
Franklin Regional Transit Authority
474 Main Street
Greenfield, MA 01301
Phone: (413) 774-2262
Email: andee@frta.org

Kay Nordstrom & Norm Ketola
North Shore Career Center
70 Washington St.
Salem, MA 01970
Phone : (978) 825-7208
Email: tap@detma.org

Accessible Travelers Database - Easter Seals Project ACTION

Our Mission: Accessible Community Transportation In Our Nation

America is home to more that 54 million people with disabilities who work, play, shop, vote, pursue an education, raise families, and volunteer in their communities. In 1990, Congress passed the Americans with Disabilities Act (ADA), the civil-rights law that ensures individuals with disabilities access to employment, education, state and local government programs and services, businesses, telecommunications, and public transportation.

Congress originally commissioned **Easter Seals Project ACTION** in 1988 as a research and demonstration project to improve access to public transportation for people with disabilities. With the passage of the ADA two years later, our goals expanded to help transportation operators implement the law's transportation provisions.

HELPING TWO GROUPS ACHIEVE ONE GOAL

Funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transportation Administration, Easter Seals Project ACTION promotes cooperation between the **transportation** industry and the **disability** community to increase mobility for people with disabilities under the ADA and beyond. We offer various resources, as well as training and technical assistance, in an effort to make the ADA work for everyone, everyday. More than a dozen years after our creation, our goal - and our name - remains unchanged: Accessible Community Transportation In Our Nation (ACTION).

Accessible Travelers' Database

The Project ACTION Traveler's Database was originally created by KFH Group, Incorporated, in conjunction with James D Flemming and Associates. We hope that the Database makes it easier to arrange for accessible transportation at your destination. Enjoy your travels!

Why We Created the Traveler's Database: With the implementation of ADA, the nation's mass transit system is becoming increasingly accessible to persons with disabilities. Local public transit systems are making their fixed route fleets and services accessible and providing complementary paratransit. Private shuttle services and taxis are also making vehicles accessible and providing special assistance to passengers with specific needs.

However, while physical access is improving, information on which services are accessible and how to access them is less readily available. Transit systems have a difficult time getting the word out to persons who travel to their service areas only occasionally, such as visitors and tourists with disabilities. Many travelers with disabilities find it difficult to determine what accessible paratransit services are available in other cities until they arrive (whether they include accessible airport shuttles, public paratransit, accessible taxi services, or tours/charters). This makes it difficult to plan activities and may mean the difference between a person going to a particular destination or not. It is especially important to schedule paratransit trips in advance of arrival, given the ADA requirements that trips be scheduled the day before, and in many cases private providers need advance notice as well.

What is Included in the Database: With this need for more direct information about accessible services among users, travel agents, tour coordinators and tour guides, KFH Group, Inc. has developed a comprehensive database of accessible transit services in the United States that is friendly both to the user and the travel industry, and accessible through the world wide web. The database of transit systems is supplemented with information on accessible tours and tour companies, accessible airport and other private shuttles, and accessible taxi services. Persons with disabilities along with travel consultants can now easily assess the availability of accessible transportation anywhere in the country. The transportation database website allows the user to highlight the state and city they plan to visit, and view all transportation services available to them. The user is also able to view the travel agencies specializing in travel arrangements for persons with disabilities.

The Database includes:

- Public Transit Operators - Both urban and rural public transit operators are included. All the operators which were identified are listed. To the extent that operators responded to our survey, the database also includes detailed information on services, fares, and how to make a reservation. If the operator has a website, their entry is also linked to that website.
- Accessible Van Rental Companies - Companies that rent accessible vans are included in the city listings.
- Private Bus/Tour Companies with Accessible Vehicles - Private charter and tour companies that have accessible vehicles are also listed by city.

- Accessible Taxis - For selected cities, we have also included names of taxi services that are accessible to persons using wheelchairs.
- Airport Transportation - For selected airports, we have included a list of airport transportation services. If data on actual services are not available for an airport, the database includes a contact at the airport for you to call for additional information
- Hotel-Motel Shuttles - Hotels and motels often provide shuttle services for visitors. The database includes a list of hotels/motels in each city that have been identified as providing shuttle services along with an idea of whether the service is provided only to the airport or also to local attractions.
- National 800 Numbers - In order to assist you in making your travel plans, toll-free numbers are included for domestic Airlines, Greyhound Intercity Services, Amtrak, Companies with Accessible Car Rentals and Major Hotel Chains.

How to Use the Database: You can search for accessible transportation in another city by:

- first going to their web page projectaction.easterseals.com
- then go to Free Resources Site Travelers Database

1. selecting a state, then
2. selecting a city

The database will then display a list of accessible transportation providers and their service characteristics available in that city. For individual public transit operators, you can also link to another screen with more detailed information on their services. You can maneuver through the database by going to the bottom of the city screen and clicking back to the state list or to the home page to start another search.

To the extent possible, we have identified the nearest large city that visitors might identify with rather than just listing the location of the transportation service (for example, all the transit operators in the Los Angeles area are also identified as serving the Los Angeles Metro Area in addition to the local city or town such as Laguna Beach).

Donated Vehicle Program - Good News Garage

The Good News Garage, a program of Lutheran Social Services of New England, is an innovative program working to improve lives and inspire hope. It was the first program in the nation to provide low-income individuals with transportation to access job and other economic opportunities, thus helping them to achieve economic independence.

Good News Garage programs are located in Burlington, VT, Sturbridge, MA, Manchester, NH, Hartford, CT, and New Haven, CT. The Good News Garage has received generous support from local churches and communities, state agencies, foundations, individuals and Lutheran Social Services of New England, its parent agency. In addition, the GNG received an Enterprise Community Strategy Designation as well as a generous start-up grant from Wheat Ridge Ministries.

How the GNG Works: We seek tax-deductible donations of drive-able used vehicles, repair them, and pass them on to economically disadvantaged applicants. Without a car these people would either lose their job, be unable to accept a job, or be denied access to employment training. The only cost to the recipient is reimbursement for repairs necessary to make the vehicle safe - typically $400 to $1,200. Vehicles too expensive to repair are recycled for parts, and luxury vehicles too expensive for applicants to maintain are sold to the general public to support the program. Vehicles have been donated from throughout the Northeast. Not only are donors eligible for tax deductions, but they gain the knowledge that their contribution significantly helps someone striving to become self-sufficient.

Donating your vehicle to GNG: The success of the Good News Garage depends on extraordinary philanthropic giving. We could not exist without the generosity of individuals and organizations who donate vehicles, money, and time.

General vehicle guidelines:

- Car preferably less than twelve years old or less than 150,000 miles.
- Car not sitting for more than six months.
- No rust penetration (we have no body shop).

These are not hard and fast rules but general guidelines. We are generally not interested in "parts cars," as storage space is an issue for us. WE TAKE MOST CARS! We can also accept trucks, boats, campers, and motorcycles.

To donate a vehicle...
Call us toll-free at 1-877-GIVE-AUTO (1-877-448-3288) or email us at info@goodnewsgarage.org

Facts about GNG Massachusetts

Good News Garage Program
630 Main Street
Sturbridge, MA 01566
Phone: (508) 347-1277

Our Mission: The Good News Garage promotes economic opportunity by providing affordable and reliable transportation options to people in need. We provide...

- reconditioned donated vehicles for the cost of repairs
- affordable car/van pooling connecting bus routes and job sites
- training programs leading to employment in the automotive industry.

The Partners: Good News Garage is funded through a grant from the Executive Office of Transportation and Construction and by generous donors throughout New England. Transportation Coordinators assess the transportation needs of individuals coming off the welfare rolls.

How Does Good News Garage - MA work? Vehicles are donated by individuals seeking a tax deduction. These cars are inspected by trained technicians who determine whether they can be reconditioned to meet safety standards and pass Massachusetts State Inspection. The cars are then made available to qualified recipients who are responsible for reimbursing the program for the cost of the repairs. These costs typically run between $650 and $1500 and must be paid upon receipt of the car.

Who is Eligible? All applicants must meet the following requirements:

1. Be working at least 30 hours per week and making a minimum of $8.50 per hour.
2. Travel over a mile to and from work and/or daycare.
3. Travel within two contiguous towns to and from work.
4. Complete a comprehensive Car Care Class.

The applicant must provide the information listed below and send the completed application packet to the transportation coordinator for approval. The application is then sent to us at GNG-MA for assignment of a car.

1. One page application.
2. Household budget information worksheet.
3. Authorization to release information.
4. Copy of MA drivers license with driving record.

We also require that the applicant's job, job training or search for work be verified. We also encourage applicants to submit supporting documents that will strengthen their position, such as letters of recommendation.

"Access to Jobs" applicants need to fill out additional materials, including a loan application. If the applicant is approved for a loan, he/she will be matched with a donated vehicle. If it is later determined that the applicant is not loan eligible, he/she will be referred to post employment services for possible financial aid.

The screening process begins when we receive the completed application. If the applicant, now recipient, is determined to be eligible for a specific car, the following information will be provided:

1. Year, make, model, standard or automatic transmission, number of doors, color mileage, and condition
2. Amount owed for repairs

We accept cash, certified check, money order or pre-approved State and Federal agency confirmation of payment. If the recipient is personally responsible for any portion of the payment, he/she must pay in full at delivery of the car. GNG we will send an invoice to

the applicant's agency for the agreed upon portion of the cost of repairs. We will accept written authorization of payment. A fax will be adequate. The recipient's Transportation Coordinator is fully informed at all times.

It is a Good News Garage policy that cars must be picked up in Sturbridge. All GNG cars must be legally registered to recipients before they leave Good News Garage, Sturbridge.

Note: All vehicles must receive a Massachusetts inspection sticker within seven business days at a designated State inspection facility.

For more information contact:

Good News Garage Program
Sturbridge, MA
Phone: (508) 347-1277

GNG Connecticut

HARTFORD | NEW HAVEN

Lutheran Social Services is proud to announce the recent opening of two Good News Garage programs in Connecticut, one in Hartford and one in New Haven.

Both programs welcome the donation of automobiles. Donors will receive a tax deduction for their gift and also realize the joy and satisfaction of helping someone in need become independent and self-sufficient.

Each program has slightly different requirements and protocols.

GOOD NEWS GARAGE-HARTFORD
3580 Main Street
Hartford, CT 06120
Phone: 860-566-5774
Email: hartfordgng@earthlink.net

GOOD NEWS GARAGE-NEW HAVEN
117-125 Whalley Avenue
New Haven, CT 06511
Phone: 203-772-3830
Email: gngeric@earthlink.net

How Does GNG Hartford Work? Automobiles are donated by individuals seeking a tax deduction and wishing to help people in need. Vehicles are inspected by our technicians and repairs are made to the vehicles that equip them to meet safety standards. Trained technicians throughout the state of Connecticut accomplish the repairs.

Who is Eligible? The referring case manager, the client's social services field representative and manager determine eligibility. To qualify, applicants must meet the following criteria set by GNG and the Department of Social Services:

- Be a recipient of TFA (Temporary Family Assistance) at the time the application is filed with GNG
- Be employed or have a legitimate job offer
- Need a vehicle to obtain or maintain full time employment
- May not own or have insured a vehicle under own name on DMV records
- May not have feasible access to public transportation. Travel time using public transportation must exceed one hour
- Must have or expect to have sufficient income to pay for ongoing maintenance, repairs, insurance and taxes on vehicle
- Must demonstrate the motivation and maturity necessary to own and operate a motor vehicle, according to the following measurements:

1. Client must not have incurred more than one employment services sanction while in receipt of TFA
2. Client must have a current valid Connecticut driver's license
3. Client must not owe motor vehicle taxes on any other vehicle
4. Client must not have been convicted of driving under the influence (DUI) or any other motor vehicle violation that would restrict client's ability to operate a motor vehicle within the last five years or have such charges now
5. Client must have completed a comprehensive car care class the day they come in to receive the vehicle.

The Process is Easy: Application is made through a case manager or field representative. Each applicant is required to complete the following documents and must provide proof of valid Connecticut driver's license.

Application Documents Include:

- A single page, easy-to-complete application form
- Household budget information worksheet
- Employment verification worksheet
- Children/Spouse information form

On receipt of the completed application package, the review process will begin. We encourage applicants to provide any supporting documents that might strengthen their case, in addition to the above.

Eligible applicants are contacted with specific information about their "new" vehicle, such as year, make, model, standard or automatic transmission, number of doors, color, mileage, overall condition. At that time, an appointment will be made for them to come into the GNG office and receive their vehicle. The entire process will take from three to four hours. GNG staff will accompany recipients to insure and register the vehicle.

It is Good News Garage policy that vehicles are distributed in Hartford, but GNG staff will, on a case-by-case basis, deliver the car to an applicant.

Facts about GNG New Hampshire

Good News Garage
325 Merrill Street
Manchester, NH 03103
Phone: (603) 669-6937

Our Mission: The Good News Garage promotes economic opportunity by providing affordable and reliable transportation options to people in need. We provide...

- reconditioned donated vehicles for the cost of repairs
- affordable car/van pooling connecting bus routes and job sites
- training programs leading to employment in the automotive industry.

The Partners: Good News Garage is a joint venture between two innovative car ownership programs: Good News Garage, operated by Lutheran Community Services of Northern New England (LCSNNE) and Wheels to Work, a program operated by Rockingham Community Action (RCA).

How does Good News Garage work? Through the "Donated Wheels," individuals donate cars to the program and receive a personal tax deduction. These cars are reconditioned to meet a set of safety standards and pass a NH State Inspection. They are then made available to qualified recipients who are responsible for reimbursing the program for the cost of the repairs. These costs typically run between $700 and $1500 and must be paid upon receipt of the car. Funds not available from referring programs are the responsibility of the applicant.

The "Wheels to Work" program solicits cars from New Hampshire car dealers who receive a state business tax credit in return for the donation. These cars may be purchased by qualified individuals through small loans from participating financial institutions. Loan amounts average $3000, while the cars have an average trade-in value of $7000. Thus participants obtain cars of much higher value and reliability than they otherwise could afford. This loan program also enables many individuals to establish or improve their credit histories.

Who is Eligible? To be eligible for either of the two programs, "Donated Wheels" or "Wheels to Work," the income of the applicant must not exceed 185% of the current Federal Poverty guidelines. A chart showing these guidelines is provided as part of the Application package.

Prior to submitting an application the referring agency must establish that the applicant falls into the following categories:

1. Applicant is currently enrolled in at least one of the following:

- New Hampshire Employment Program.
- Welfare to Work.
- HUD Family self-sufficiency Program.
- Head Start.
- A Community Action Agency self-sufficiency program.
- State Vocational Rehabilitation.
- Family Strength.
- Step by Step
- Transitional Housing program.
- Other program providing case management.

2. Applicant's income does not exceed 185% of the current Federal poverty level.
3. Applicant is working or actively seeking work.
4. Applicant cannot get to work (or seek work) using public transportation.
5. Applicant must have a valid New Hampshire driver's license.
6. Applicant has an acceptable driving record.

What's the Process? It all starts with the Application. The following parts of the Application Envelope must be thoroughly completed, signed by both the applicant and the caseworker and forwarded to:

Good News Garage
325 Merrill Street
Manchester, NH 03103

1. Four page application.
2. Household Budget Information Worksheet.
3. Authorization to Release Information.
4. Copy of NH Drivers License.

When the completed application is received a screening process will begin. We require that the circumstances of an applicant's job, job training or search for work be verified. Supporting documents, in addition to the four required components of the application are encouraged.

Those applicants who are employed and whose income is more than 150% of the current Federal Poverty level may be determined to be potentially loan eligible and will be referred to Wheels to Work. Information provided on the Household Budget worksheet provided in the application packet is very important in making this determination.

Wheels to Work applicants will be provided with additional materials to be completed, including a loan application that will be forwarded to a participating bank. If the applicant is approved for a loan, he/she will be matched with a dealer-donated vehicle. If it is later determined that they are not loan eligible, they will be referred to Donated Wheels.

Facts about GNG Vermont

Good News Garage
331 N. Winooski Avenue
Burlington, VT 05401
Phone: (802) 864-3667

Our Mission: Good News Garage creates economic opportunity by providing affordable and reliable transportation options to people in need. We provide...

- reconditioned donated vehicles for the cost of repairs
- affordable car/van pooling connecting bus routes and job sites
- training programs leading to employment in the automotive industry.

How Do I Get a Car from Good News Garage? Good News Garage in Vermont offers several options to people in need of vehicles. The best way to find out about our different programs is to call our toll-free number, 1-888-950-8900. Someone on our staff will explain the process of applying for a vehicle, and help you to determine which program will work for you. Below is an outline of how our program works.

How do I qualify for a car? Your income must fit into guidelines based on U.S. Government Poverty Level or Median Income. There may not be another working vehicle in the household.

How much can I earn to be within those guidelines? Please call our office (1-888-950-8900) to learn more. Eligible income levels vary according to family size.

How Do I Apply for a Car? There are three possible ways:

- If you participate in Reach Up, a Department of PATH (Prevention, Assistance, Transition and Health Access) program, we have a special grant program for which you might qualify. Contact your Reach Up caseworker for an application and more information. You will return the application to your worker, who will forward it to us with the appropriate paperwork.
- If you are not eligible for the Reach Up grant program but meet our other eligibility guidelines, we have a few additional cars available. The repairs on these cars are between $1,600 and $2,400. If you have the funding (see information below about the Vermont Development Credit Union) for cars in this price range, we would be happy to mail you an application. Please call our office at 1-888-950-8900.

  Do you have a payment plan? Unfortunately, we do not. However, many banks have car loan programs. One program which we recommend is through the Vermont Development Credit Union. VDCU is located in Burlington and has a special loan program for low-income applicants. Their phone number is toll-free-1-800-865-8328, or 865-3404 locally.

Be sure to inform VDCU that you intend to purchase a Good News Garage vehicle. When you are approved for a loan, call us and we will send you an application.

About GNG Vermont: Since Good News Garage opened in July 1996, we have received approximately 3,500 donated vehicles. Of those, over 1200 cars have been given to qualified low-income people in Vermont.
Good News Garage has collaborated with several state agencies and departments in Vermont to better meet the transportation needs of low-income people throughout the state. These include the Department of Prevention, Assistance, Transition and Health Access (PATH), the Department of Employment and Training, Northeast Kingdom Community Action and the Northern Community Investment Corporation.

CommuteShare: Good News Garage was awarded an Access to Jobs grant from the Federal Transit Administration to create CommuteShare, a subsidized car/vanpool program, in Vermont.

The Good News Garage CommuteShare program offers rides to low-income Vermonters in need of transportation to jobs, job training and other job-related services such as interviews and childcare. GNG works in partnership with the Vermont Department of PATH to provide this service.

CommuteShare operates in seven communities including Burlington, Rutland, St. Albans, Barre-Montpelier, Springfield, St. Johnsbury and Brattleboro. Throughout 2003-2004 CommuteShare will be expanding its territory to five more communities.

CommuteShare averages approximately 1,000 rides per month. Eighty-five percent of CommuteShare members are women, 75% of whom are single moms with young children. Fifty percent of CommuteShare members use the program to get to and from jobs, while the other 50% use it for job training.

To learn more or to request and application, call CommuteShare at 1-877-854-0117.

The Vehicle Donation Pilot Project

Accessible and Affordable Transportation Options for People with Disabilities

Strategic Community Transportation Alliance between the Massachusetts Rehabilitation Commission, the Good News Garage and Regional Transit Authorities in Franklin, Montachusetts and Greater Attleboro-Taunton

A project of the Transportation Options Program and the Rural Transportation Coalition Initiatives.

Public transportation is not accessible for everyone. Many people work shifts outside of nine-to-five business hours, take children to school or day care on their way to work, or live beyond the reach of a transit system. The donated vehicle program is an alternative solution to help connect people with disabilities to work. The Good News Garage Donated Vehicle Program, in cooperation with the Massachusetts Rehabilitation Commission, and Regional Transit Authorities in the Franklin, Montachusetts, and Greater Attleboro-Taunton Regions provides no-cost refurbished donated vehicles to individuals with disabilities who otherwise could not afford the cost to purchase their own.

GOOD NEWS GARAGE PROGRAM

At last, a repair shop and car donation program where drivers get working wheels and the keys to their future. The Good News Garage promotes economic opportunities for people with disabilities by providing affordable and reliable transportation for people in need. Good News opened their doors in the summer of 1996. They are a licensed car dealer in Massachusetts and have provided thousands of cars to transitional assistance consumers, displaced workers, retirees, artisans and people with disabilities. In a number of cases, Good News recipients are people who would have lost their jobs if they hadn't been able to find reliable transportation. Through a Strategic Alliance with the Transportation Options Project (TOP) and the Rural Transportation Coalitions Initiative (RTCI), Good News Garage provides reconditioned donated vehicles, for the cost of repairs, to people with disabilities seeking employment opportunities in the Fitchburg, Greenfield, Taunton, Attleboro, and Plymouth communities in the Commonwealth of Massachusetts.

Program Eligibility Process: To be eligible to receive a vehicle under this pilot the following criteria must be met:

- Massachusetts Rehabilitation Commission (MRC) Eligible Consumer
- Completion of Program Application Form
- Referral/recommendation from MRC Counselor/Case Manager to respective Transportation Options Manager (TOM)
- MRC Consumer has established a Plan with Employment Goal
- MRC Consumer meets Financial Need requirements
- MRC Consumer resides in pilot areas: Fitchburg, Greenfield, Attleboro, Taunton, Plymouth
- Consumer does not have easy access to public transportation to get to work
- Consumer does not have existing working vehicle
- Consumer possesses Massachusetts Drivers License
- Consumer have resources to register, insure, inspect vehicle
- Consumer has immediate need for vehicle for job searching or employment
- Vehicle will be insured, registered, inspected upon delivery
- Consumer will pick up vehicle in Sturbridge, MA and participate in the 2 hour Car Care Training Program

Process:

- Automobiles are donated to the GNG (average vehicle is 8 years old):
  - GNG marketing (private and public entities)
  - Advertising in various media
  - Word of mouth
  - Lutheran faith-based network of churches
- GNG does a phone assessment to prescreen that the vehicle is drivable and can be repaired for an average of $1,000 or less and will be safe, drivable, and able to pass state inspection standards after repairs are completed.
- The donor receives a gift credit for the book value of the vehicle for tax purposes
- The vehicle is transported to a central receiving point (Sturbridge)
  - Dropped off by donor
  - Picked up by staff (most common)

- The vehicle is evaluated by professional mechanics that determine if it will be:
  - Refurbished for distribution to an approved consumer
  - Wholesaled to auction
  - Disposed of at a recycling facility

Chosen Vehicles:

- Chosen vehicles are repaired to safe operating condition by GNG mechanics or by an approved contracted garage (72 point mechanic checklist)
- Repaired vehicles are kept and driven by mechanics for 1 week to double check completed work
- GNG will store repaired vehicles at a safe and secure location while they are waiting to be distributed to chosen consumers

Consumer:

- Consumers will be recommended to the GNG by the Transportation Options Managers at the RTA's
- Consumers complete an application form
  - Form completed by consumer with TOP Transportation Options Manager
- GNG verifies accuracy of application information
  - 18 years or older
  - Valid MA driver's license
  - Driving record (MA step rating up to 20)
  - Proof of insurability
  - No outstanding property taxes or parking tickets
- GNG matches consumer to vehicle. Some considerations are:
  - Distance car will be used for transport on a regular basis
  - Family size, others who might need to be transported
  - Automatic/standard transmission
- Consumers attend an educational program on vehicle maintenance (Car Care Clinic)
- The vehicle is provided to a consumer who meets established criteria (MRC)

- Consumer must have an insurance binder, and vehicle registration forms

Follow Up Service:

- GNG provides a 30 day automobile warranty (compliance with Lemon Law)
- GNG will also continue to provide a "dealer rate" on subsequent repairs as long as serviced at a GNG garage facility

Referral Process:

- MRC Counselor/Case Manager reviews eligibility requirements with consumer.
- MRC Counselor/Case Manager refers consumer to respective Transportation Options Manager with a written recommendation to participate in this program.
- Transportation Options Manager completes the application form with consumer.
- Transportation Options Manager will process application and send to MRC R&D Transportation Supervisor for verification and completeness of information.
- Completed applications will be forward to Good News Garage for processing.
- Good News Garage will acknowledge receipt of application and finalize eligibility.
- Good News Garage will work with consumer to match a vehicle to their needs.

Transportation Options Manager's (Tom) Responsibilities: The Transportation Options Manager (TOM) is responsible for community transportation planning, coordination, navigation, and travel training for people with disabilities seeking independent living, training and employment opportunities in the community. The TOM develops a Person Centered Transportation Plan (PCTP) to match a persons travel needs to transportation options, public and private, available in the community. The TOM assists people to choose, obtain and maintain transportation options which best accommodate their unique travel choices and needs. The TOM provides travel training and navigation services to assist the traveler to gain mastery of travel routes and to promote their independence. The TOM assists in coordinating referrals to existing transportation services. For the Car Donation Program, the TOM assists in the following fashion:

- Receives referrals from MRC Counselor/Case Manager
- Verifies that the consumer does not have easy access to public transportation for employment
- Review with the consumer all of the eligibility criteria and finalize the application for Good News Garage

Transportation Options Manager Contacts:

Andee Williams
Franklin Regional Transit Authority
474 Main Street
Greenfield, MA 01301
Phone: (413) 774-2262
Email: andee@frta.org

Pattilea Ciampaglia
Montachusett Regional Transit Authority
100 Main Street
Fitchburg, MA 01420
Phone: (800) 854-9928 x2802
Email: pciampaglia@montachusettrta.org

Greater Attleboro Taunton Regional Transit Authority
10 Oak Street
Taunton, MA 02780
Phone : (508) 823-8828

Massachusetts Rehabiliation Commission Contacts :

Massachusetts Rehabilitation Commission
Fort Point Place
27 Wormwood Street, Suite 500
Boston, MA. 02210

Roger Thomas, Transportation Supervisor
Roger.Thomas@mrc.state.ma.us

William S. Noone, Director of Research, Evaluation and Development
William.Noone@mrc.state.ma.us

Glen Schultz, Transportation Specialist
Glen.Schultz@mrc.state.ma.us

Telephone: (617) 204-3699 **TTD**: (617) 204-3863 **FAX**: (617) 204-3849

Transportation Technology - GeoGraphics Laboratory

J. Joseph Moakley Center for Technological Application
Bridgewater State College, Bridgewater, MA

The GeoGraphics Laboratory provides applications of geographic information systems (GIS) principally in the area of transportation and community development. It currently operates a Transit GIS Laboratory for the Federal Transit Administration as a part of the U.S. Department of Transportation's Spatial Data Infrastructure Initiative.

In 1994, the Federal Transit Administration (FTA) moved to increase the potential power and scope of geographic information systems (GIS) in the transit industry through the Transit GIS Initiative, which was an integral part of the National Spatial Database Infrastructure Initiative. In doing so, the FTA made a commitment to the development of transit GIS databases, which provide essential information for the use of GIS software. By the Fall of 1996, five hundred and thirty of the nations' fixed route bus services had been built into GIS route systems by students and staff of Bridgewater State College (BSC). During the summer of 1998, GeoGraphics Lab staff completed a GIS database of the service area of nearly 1500 transit and paratransit services in the United States. In an effort to promote the use of GIS as an analytical tool within the transit industry, FTA and BSC have shared these internal GIS data products for planning and research purposes through our website.

FTA GIS Database: Our FTP server hosts the FTA GIS database of bus systems which includes:

- All fixed-route buses in the U.S. recorded as GIS route systems and as line databases, stored in various proprietary formats,
- Level of Service spreadsheets for each route in each bus system, including days and hours of service and frequency of service during the day,
- Service area maps – area databases of cities and towns comprising the service area with contact information for each.

Cape Cod AVL Mapper: Our Cape Cod AVL Mapper, on e-transit.org, shows the location of buses in the Cape Cod Regional Transit Authority (Massachusetts) in *real time*.

Access to Jobs Database: The GeoGraphics Lab recently produced the Access to Jobs relational database to help transit systems coordinate transportation for former welfare recipients who now have jobs.

Contact Information: Please contact Larry Harman, Project Manager, at lharman@bridgew.edu or Uma Shama at ushama@bridgew.edu with any concerns about the project.

Please contact William Wiggins, FTA Technical Monitor, at william.wiggins@FTA.dot.gov with any FTA-related issues.

Chapter III

New England States Transportation Information

Public transit in Connecticut

Ambassador Wheelchair
2060 Silas Deane Hwy.
Rocky Hill, CT
Phone: (860) 257-0885

Local and suburban transit. Airport transportation service.

Amtrak
Amtrak's nationwide passenger rail service currently serves Connecticut at the following points:

- **Northeast Corridor** -Frequent service to Boston, Providence, New York City & Washington DC
  - Westerly RI
  - Mystic
  - New London (Bus connection to Foxwoods Casino)
  - Old Saybrook
  - New Haven
  - Bridgeport
  - Stamford
  - New Rochelle NY

- **Twilight Shoreliner** - Overnight service to Washington DC, Richmond & Newport News
  - Westerly RI
  - Mystic
  - New London
  - Old Saybrook
  - New Haven
  - Stamford

- **Northeast Corridor to Springfield** -connecting service to New York City & Washington DC
  - Windsor Locks
  - Windsor
  - Hartford
  - Berlin
  - Meriden
  - Wallingford

- **Lake Shore Limited** - One daily train to Albany & overnight to Chicago

- Worcester, MA
- Springfield, MA (Note trains to-from New Haven)
- Pittsfield, MA
-

- **Vermonter** - One daily train to Amherst MA, several Upper Valley points, Essex Jct. & St Albans.
  - Springfield, MA
  - Hartford
  - Berlin
  - New Haven
  - Bridgeport
  - Stamford

Arrow Line
19 George St.
East Hartford, CT
Phone: (860) 289-1531

Arrow Line (a subsidiary of Coach USA) operates the following commuter bus services:

- Willimantic/Hartford Line from Willimantic, Coventry, Andover, Bolton, and Columbia to Hartford
- Meriden/Hartford Line from Meriden to Hartford.

Block Island Ferry
107 State St.
New London, CT
Phone: (860) 442-9553

Ferry service to Block Island (RI) from New London CT & Port Judith RI.

Bonanza Bus Lines
Bonanza Bus Lines operates from New York City through the Berkshires to Bennington VT, with connecting busses to Springfield MA, Providence, and Cape Cod. Their Official Site contains selected timetables and a complete list of bus stops and ticket agencies.

Bridgeport-Port Jefferson Ferry
330 Water St.
Bridgeport, CT
Phone: (203) 335-2040

Frequent daily passenger and vehicle ferry service between Bridgeport and Port Jefferson (Long Island), NY.

Chester/Hadlyme Ferry
Ferry crosses the Connecticut River, carries 8 to 9 cars per trip. Apr. 1-Nov. 30, weekdays 7 a.m. to 6:45 p.m., weekends and holidays 10:30 a.m. to 5 p.m. Closed Thanksgiving. Departs from 54 Ferry Rd. (Rte. 148), Cheshire. (860) 443-3856

Greater Bridgeport Transit Authority
Phone: (203) 333-3031

The Authority serves the cities of Bridgeport, Fairfield, Stratford, and Trumbull on Monday through Saturday. Note however that the **Coastal Link** (Route 2) operates through Bridgeport between Norwalk and the CT Post Mall in Milford on a daily basis.

The Greater Bridgeport Transit Authority (GBTA) is the designated recipient of Federal and State monies to provide paratransit transportation services to disabled individuals that meet the provisions of the Americans with Disabilities Act (ADA) of 1990. This special service is known as GBTAccess. The ADA and its regulations require that the GBTA provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use GBTA's general public bus service.

Operation of GBTAccess is provided through a competitively bid contract. The current contracted provider of our service is HealthRide Connecticut, Inc. The GBTA leases lift and radio-equipped vehicles to HealthRide to assist in meeting your transportation needs.

Who Is Eligible? In accordance with the Americans with Disabilities Act of 1990 (ADA), paratransit service must be provided to "ADA Paratransit Eligible" individuals who meet the eligibility criteria of Section 37.123, "ADA Paratransit Eligibility Standards." Copies of this section may be obtained by calling the GBTA. The GBTA has established this eligibility criteria for all riders.

Service Area: ADA Paratransit Service will be provided to qualified individuals who have both trip origins and destinations within a 3/4 mile radius of an operating GBTA public bus route. Service outside of this 3/4 mile area is not mandated under the ADA. Service is not required within the 3/4 mile radius if the specific route used in determining the 3/4 mile eligibility radius is not in operation at the time or day you are requesting to travel. All trip requests not within the mandated ¾ mile corridor (Non-ADA) will be provided on an as available basis only within the city/town boundaries of Bridgeport, Fairfield, Stratford, and Trumbull. Non-ADA service is extremely limited. The GBTA is required to meet all ADA obligations prior to expanding its paratransit service area and any other service criteria that exceeds the minimal requirements of the ADA.

Trip Purposes: Shopping, Work, Personal Business, Medical, Education, Leisure and Recreation. GBTAccess does not impose priorities or restrictions based on trip purpose for "ADA or Non-ADA Service". However, GBTA retains the right to impose trip priorities on Non-ADA Service.

Transportation Directory GBTAccess Information:

Greater Bridgeport Transit Authority
Phone: 366-7070 ext. 103 or 131 (Applications and Complaints)
Phone: 330-0657 (TDD Applications/Complaints)

GBTAccess
Phone: 579-7777 (Reservations)
Phone: 579-8754 (TDD Reservations)

Coastal Link (Route 2) operates through Bridgeport between Norwalk and the CT Post Mall in Milford on a daily basis.
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Service Area: ADA Paratransit Service will be provided to qualified individuals who have both trip origins and destinations within a 3/4 mile radius of an operating GBTA public bus route. Service outside of this 3/4 mile area is not mandated under the ADA. Service is not required within the 3/4 mile radius if the specific route used in determining the 3/4 mile eligibility radius is not in operation at the time or day you are requesting to travel. All trip requests not within the mandated ¾ mile corridor (Non-ADA) will be provided on an as available basis only within the city/town boundaries of Bridgeport, Fairfield, Stratford, and Trumbull. Non-ADA service is extremely limited. The GBTA is required to meet all ADA obligations prior to expanding its paratransit service area and any other service criteria that exceeds the minimal requirements of the ADA.

Trip Purposes: Shopping, Work, Personal Business, Medical, Education, Leisure and Recreation. GBTAccess does not impose priorities or restrictions based on trip purpose for "ADA or Non-ADA Service". However, GBTA retains the right to impose trip priorities on Non-ADA Service.

Candystriper Bus System
Mid-day weekday bus service within Torrington with runs to Winsted and Litchfield.

Central Conn. Paratransit Service
225 N. Main St. Suite 304
Bristol, CT 06010
Phone: (860) 589-7820
Fax: (860) 589-6950
Email: ccrpampo@nai.net

Type of Service: Public Transit – Rural

ADA Contact Person: Ken Shooshan Stoller

Service Area:
Fixed Route Service Area: All of New Brittian, most of Plainville , Bristol; Paratransit Service Area: 3/4 mile from Fixed route

Service is provided to:
Intercity Rail Stations: Berlin

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 5:45 AM to 6:30 PM
Sunday Hours of Service: 6:00 AM to 7:00 PM
Fixed route fare for persons with disabilities: $1.00
All are accessible

Paratransit Service
Weekday Hours of Service: 5:45 AM to 6:30 PM
Saturday Hours of Service: 6:00 AM to 7:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Those certified by application to our service
Special certifications **ARE** required for visitors with disabilities: Begin at 21 days of use. Must apply for certification and be living within service area
How far in advance can services be booked? 2 weeks
How far in advance do you suggest that services be booked? At least 24 hours
The service is operated Curb to Curb

Collins Bus Service
Phone: (860) 644-1531

Commuter bus service to Hartford from Vernon.

Cross Sound Ferry Services
2 Ferry St.
New London, CT
Phone: (860) 443-5281

Frequent daily passenger and vehicle ferry service between New London and Orient Point (Long Island), NY. A high-speed Catamaran passenger ferry also operates on a seasonal basis.

CTTRANSIT

Accessibility: Most CTTRANSIT buses are equipped with wheelchair lifts and have two tie-down positions for passengers who use wheelchairs. All CTTRANSIT buses have designated preferential seating for persons with disabilities in the aisle-facing seats at the front of the bus. By the end of 1996, all CTTRANSIT buses will be wheelchair-accessible. CTTRANSIT buses are also equipped with a kneeling feature that lowers the front of the bus for boarding by those who have difficulty climbing stairs.

Route And Schedule Information: Bus route and schedule information, as well as complete system maps, can be obtained at CTTRANSIT information booths located at Market and State Streets in Hartford and on the New Haven Green. Or call CTTRANSIT's Telephone Information Centers:

In Hartford
Phone: (860) 525-9181
TDD: (860) 727-8196

In New Haven
Phone: (203) 624-0151
TDD: (203) 785-8930

In Stamford
Phone: (203) 327-7433
TDD: (203) 327-2404

CT Transit (Hartford Division)
100 Leibert Rd., PO Box 66
Hartford, CT 06141-0066
Phone: (860) 522-8101
Fax: (860) 247-1810
TTY: (860) 522-8101

Type of Service: Public Transit - Urban and Small Urban Systems

Service Area:

Windsor Locks, Newington,New Brittian, So. Windsor, Farmington, Middletown, Rockyhill, Cromwell, Vernon; Hartford,E. Hartford,W.Hartford, Windsor,Wethersfield,Bloomfield; Manchester,Glastoubory

Service is provided to:

Commercial Passenger Airport: Bradley Int'l Airport
Intercity Rail Stations: Union Station Amtrak
Intercity Bus Stations: Union Station

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 4:10 AM to 1:15 AM
Saturday Hours of Service: 7:10 AM to 6:30 PM
Sunday Hours of Service: 6:30 AM to 10:30 PM
Fixed route fare for persons with disabilities: $.50 with proper ID
All are accessible

Dattco

New Britain Division, Dattco Inc.
Bus Information
Hartford, CT 06101
Phone: (860) 229-4878

Dattco Bus
170 Middletown Ave.
New Haven, CT 06513-2103
Phone: (203) 772-2072

Dattco Inc.
Old Farms Rd.
Avon, CT 06001
Phone: (860) 673-7231

Dattco Inc.
522 Cottage Grove Rd.
Bloomfield, CT 06002-3111
Phone: (860) 242-8859

Dattco Inc.
157 Sandbank Rd.
Cheshire, CT 06410-1506
Phone: (203) 699-8877

Dattco Inc.
583 South St.
New Britain, CT 06051-3878
Phone: (860) 635-8234

Dattco Bus
1530 Albany Ave.
Hartford, CT 06112-2114
Phone: (860) 246-5891

Dattco Inc.
25 Radel St.
Bridgeport, CT 06607-2114
Phone: (203) 384-6249

Dattco Inc.
304 Post Rd. E
Westport, CT 06880-3614

Type of Service: Public Transit – Urban and Small Urban Systems

Dattco provides commuter bus services on the following routes serving Connecticut:

- Weekday shuttle service Madison - New Haven (and intermediate points)
- Weekday and Saturday city service on South Street in New Britain
- Weekday rush hour service Old Saybrook & Middletown to Hartford
- Weekday rush hour service Plainville & Bristol to Hartford
- Weekday rush hour service Cheshire/Southington to Hartford
- Weekday rush hour service New Haven-Middletown-Hartford

Estuary Transit District
455 Boston Post Rd, PO Box 778
Old Saybrook, CT 06475
Phone: (860) 388-1611

Type of Service: Public Transit - Rural
ADA Contact Person: Sheila Sullivan

Service Area:
9 counties, towns (Chester, Clinton, Deep River, Essex, Killingworth, Lyme. Old Saybrooke and Westbrooke

Service is provided to:
Intercity Rail Stations: Old Saybrook (Amtrak)

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 7:00 PM
Sunday Hours of Service: 9:00 AM to 4:30 PM
Fixed route fare for persons with disabilities: $2.00
All are accessible

Paratransit Service

Weekday Hours of Service: 8:00 AM to 4:00 PM
Paratransit fare for persons with disabilities: Donations
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Anyone with priority to elderly and handicapped
How far in advance can services be booked? No limit
How far in advance do you suggest that services be booked? 48 hrs.
The service is operated Door to Door

Glastonbury/Rocky Hill Ferry

Open flatboat is towed across the Connecticut River by a towboat. May 1-Oct. 31, Mon.-Fri. 7 a.m. to 6:45 p.m., Sat.-Sun. 10:30 a.m. to 5 p.m. including holidays. Departs from 289 Meadow Rd. (Rte. 160), Rocky Hill (860) 443-3856

Greyhound Lines

Phone: (800) 231-2222

Service Area: National

Note that Peter Pan Bus Lines and Greyhound Lines currently operate under a pooled service agreement that has the approval of the Surface Transportation Board. This agreement allows the two operators to coordinate their respective schedules and cross-honor their respective tickets.

Greater Hartford Transit District
One Union Place
Hartford, CT 06103
Phone: (860) 247-5329
Fax: (860) 549-3879

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Douglas Holcomb

Service Area:
3/4 mile around CT transit fixed routes

Service is provided to:
Commercial Passenger Airport: Hartford/Springfield
Intercity Rail Stations: Union Station Hartford
Intercity Bus Stations: CTTransit

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 5:00 AM to 10:00 PM
Saturday Hours of Service: 5:00 AM to 10:00 PM
Sunday Hours of Service: 5:00 AM to 10:00 PM
Fixed route fare for persons with disabilities: $1.00-$5.00
All are accessible

Paratransit Service
Weekday Hours of Service: 5:00 AM to 10:00 PM
Saturday Hours of Service: 5:00 AM to 10:00 PM
Sunday Hours of Service: 5:00 AM to 10:00 PM
Paratransit fare for persons with disabilities: $2.00- $5.00
Cash IS NOT accepted by drivers.

Who is eligible to ride paratransit service? ADA eligible/ 4 bound OAR
How far in advance can services be booked? 14 days
How far in advance do you suggest that services be booked? 1 to 14 days
The service is operated Door to Door

Housatonic Area Regional Transit
62 Federal Road
Danbury, CT 06810
Phone: (203) 748 2034
Fax: (203) 744-0764
Webpage: http://www.hartct.org/

Type of Service: Public Transit - Urban and Small Urban Systems

Service Area:
Danbury, Bethel, Brookefield; New Milford, Ridgefield, Newtown; New Fairfield, Redding

Service is provided to:
Intercity Rail Stations: Metro North Danbury , Bethel, Redding, Branchville
Intercity Bus Stations: Connecticut Limousine Terminal, Mill Plain Rd Danbury

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:30 AM to 6:30 PM
Sunday Hours of Service: 8:00 AM to 5:30 PM
Fixed route fare for persons with disabilities: $0.50
All are accessible

Paratransit Service
Weekday Hours of Service: 6:05 AM to 6:30 PM
Saturday Hours of Service: 8:00 AM to 5:00 PM

Paratransit fare for persons with disabilities: $1.00 (ADA); $0.60(all others)
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Seniors(age 60+) and the Disabled
Special certifications **ARE** required for visitors with disabilities: State issued transit ID card or certification from any other city. If unavailable Hartford will certify them.
How far in advance can services be booked? 4 weeks for medical trips; 2 weeks for all other trips
How far in advance do you suggest that services be booked? 2 weeks
The service is operated Door to Door

Kelley Transit Company
30 Railroad Square, PO Box 237,
Torrington, CT 06790
Phone: (860) 489-9243
Toll Free (800) 243-5106

- Commuter bus service to Hartford from Torrington.
- Commuter bus service to Hartford from Winsted, Barkhamsted, New Hartford.
- Candystriper Bus System
  Mid-day weekday bus service within Torrington with runs to Winsted and Litchfield.

Meriden Transit District
Meriden Transit District
22-26 West Main Street
Meriden, CT 06450

Type of Service: Public Transit – Urban and Small Urban Systems

- City bus service within Meriden on weekdays only
- Express service to Hartford on weekday rush direction only.

Metro-North Railroad
Phone: (860) 340-2555

Metro-North Railroad (a division of the Metropolitan Transit Authority) currently serves Connecticut with daily commuter rail service to New York City at the following stations:

- Greenwich - New Rochelle - Stamford - Bridgeport - New Haven (and intermediate stations)
- Derby-Shelton - Waterbury (and intermediate stations)
- Merritt 7 - Danbury (and intermediate stations)
- Glenbrook - New Canaan (and intermediate stations)
- White Plains NY to Wassaic NY (and intermediate stations)

MetroPool – Mobility Matters

Metropool
Danbury, CT 06810
Phone: (203) 731-5215

Metropool Inc.
177 State St.
Bridgeport, CT 06604-4872
Phone: (203) 696-0455

Metropool Inc.
1 Landmark Sq. Ste 820
Stamford, CT 06901-2670
Phone: (203) 324-6700

MetroPool provides free commuter services to employers and commuters with the support of the Connecticut and New York Departments of Transportation. Services are available to commuters traveling to destinations in Fairfield County, Connecticut; and Westchester, Rockland, Orange, Putnam, Dutchess, and Ulster Counties in New York.

Our mission is to improve the quality of an individual's commute by promoting the use of transportation alternatives such as carpooling, vanpooling, riding the bus or train, bicycling, walking, compressed work weeks and telecommuting.

MetroPool will help you find the commute option that's right for you... free of charge!

Middletown Transit District
340 Main St.
Middletown, CT 06457
Phone: (860) 346-0212

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Elizebeth Tucker

Service Area:
Middletown, Portland , E. Hampton, Durham, CT

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 6:00 PM
Sunday Hours of Service: 8:45 AM to 6:30 PM
Fixed route fare for persons with disabilities: $.50
All are accessible

Paratransit Service
Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 8:45 AM to 6:30 PM
Paratransit fare for persons with disabilities: free
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Elderly & Disabled
Special certifications **ARE** required for visitors with disabilities: Must fill out Application or have proof of Certification elsewhere
How far in advance can services be booked? 48 hrs. to 2 weeks
How far in advance do you suggest that services be booked? 2 weeks if possible
The service is operated Door to Door

Milford Transit District
70 West Main St
Milford, CT 06460
Phone: (203) 874-4507
Fax: (203) 874-4507
Email: milfordtransit@aol.com

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Jadach

Service Area:
City Of Milford

Service is provided to:
Intercity Rail Stations: Milford Station-Metro North

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 7:00 PM
Sunday Hours of Service: 8:00 AM to 6:00 PM
All are accessible

Paratransit Service
Weekday Hours of Service: 6:00 AM to 7:00 PM
Saturday Hours of Service: 8:00 AM to 6:00 PM
Sunday Hours of Service: 10:30 AM to 4:30 PM
Paratransit fare for persons with disabilities: $1.50
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Anyone who qualifies under ADA
How far in advance can services be booked? 30 days
How far in advance do you suggest that services be booked? 14 days

The service is operated Door to Door

Milford Transit serves the city of Milford with fixed route bus service. There are four local routes, operating Monday through Saturday, and one bus route connecting Milford to Bridgeport and Norwalk as part of the **Coastal Link**, which operates daily.

New Britain Transportation Company
Operator of CT Transit-New Britain routes serving New Britain, Plainville, Berlin and Bristol and portions of Meriden, Cromwell, Newington, Farmington, West Hartford.

- **New London to Fishers Island, NY Ferry**
  Year-round auto ferries with capacity of 21-250. Departs from New London Pier, New London. (860) 443-6851, (860) 442-0165 (CT), (631) 788-7463 (NY).

- **New London to Montauk, NY Ferry**
  Two ferries carry foot passengers and bicycles, capacity 350. Memorial Day-Labor Day, Fri. and Sun. Departs from State Pier, New London. (631) 668-5700.

Greater New Haven Transit District
2319 Whitney Ave
Hamden, CT 06518
Phone: (203) 288-6282
Fax: (203) 288-7471
TTY: (203) 288-6282
Email: Myride@GNHTD.org
Webpage: http://www.gnhtd.org

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Edward Byers

Service Area:

Service is provided along 3/4 mi. of the fixed route in New Haven County

Service is provided to:

Commercial Passenger Airport: Tweed New Haven
Intercity Rail Stations: Union Station, New Haven

Paratransit Service

Weekday Hours of Service: 5:30 AM to 11:30 PM
Saturday Hours of Service: 5:30 AM to 11:30 PM
Sunday Hours of Service: 5:30 AM to 11:30 PM
Paratransit fare for persons with disabilities: $2.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Disabled persons who cannot access the fixed route
Special certifications **ARE** required for visitors with disabilities: Must be ADA certified in their hometown or can certify with GNHTD
How far in advance can services be booked? 7 days
How far in advance do you suggest that services be booked? up to 7 days
The service is operated Door to Door

Norwalk Transit District
100 Fairfield Ave
Norwalk, CT 06854
Phone: (203) 853-3338
Fax: (203) 853-6761
TTY: (203) 853-3338
Email: ntd@lx.netcom.com
Website: http://www.norwalktransit.com

Type of Service: Public Transit - Urban and Small Urban Systems

ADA Contact Person: Nancy Carroll

Service is provided to:

Intercity Rail Stations: Metro North-S. Norwalk,Rowayton-E. Norwalk
Intercity Bus Stations: Peter Pan -Norwalk Terminal

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:09:59 to 7:20
Sunday Hours of Service: 7:10 AM to 6:40 PM
Fixed route fare for persons with disabilities: $.50
All are accessible

Paratransit Service

Weekday Hours of Service: 6:00 AM to 7:30 PM
Saturday Hours of Service: 7:00 AM to 7:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? ADA eligibility
How far in advance can services be booked? 30 Days
How far in advance do you suggest that services be booked? 7 Days
The service is operated Door to Door

- Norwalk City Bus service (Wheels)
- Norwalk Evening Shuttles
- Norwalk Commuter Connection Shuttles
- Westport daytime and Commuter routes
- Greenwich Commuter Connection Shuttles
- **Coastal Link** serving Route 1 between Milford, Bridgeport and Norwalk (and intermediate points)

Northeast Connecticut Transit District (Map)
Phone: (860) 774-1253

The District provides service through routes in Brooklyn, Killingly, Putnam, and Thompson. Bus service operates Monday through Friday, between approximately 8a.m. and 6p.m.

- **North East Transportation Co Inc**
  1717 Thomaston Avenue
  Waterbury, CT 06704
  Phone: (203) 753-2538

  Operator of the following CT Transit Divisions:
  - Waterbury Division (CT Transit Site)
  - Meridian Division (City of Meridian Site)
  - Wallingford Division ***(not on official site)***

- **Northwestern Connecticut Transit District**
  Phone : (860) 489-2535
  Email : NWCTD@aol.com
  Provides service in Torrington, Harwinton, Winchester, Litchfield, Morris, Kent, Sharon, Falls Village, Colebrook, Goshen, Salisbury, Norfolk, New Hartford, Cornwall, Canaan, and Barkhamstead. Service operates over 5 fixed routes Monday through Friday and on 1 route Saturdays.

Candystriper Bus System
Weekday city bus service within Torrington with trips to Winsted and Litchfield.

Peter Pan Bus Lines
Peter Pan Bus Lines serves many points in Connecticut with runs and connections to New York City, Albany, Springfield, Worcester, Boston, and Concord NH.

Note that Peter Pan Bus Lines and Greyhound Lines currently operate under a pooled service agreement that has the approval of the Surface Transportation Board. This agreement allows the two operators to coordinate their respective schedules and cross-honor their respective tickets.

Pioneer Valley Transit Authority (PVTA)
1776 Main St.
Springfield, MA 01103
Phone: (413) 732-6248 or (413) 781-PVTA

PVTA Route 16 operates between downtown Springfield and Enfield CT on Weekdays and Saturdays. This route connects with CT Transit Route 5 (Local & Express) to Hartford.

The RIDESHARE Company
When you want alternatives to driving alone to work, turn to us for customer care. A non-profit organization, we're celebrating over 21 years of helping thousands of Connecticut commuters find ways of sharing the ride to work. Our network contains detailed routes and schedules for all buses, vans and trains as well as information from individuals looking to carpool.

And now we've created Easy Street®, the statewide commuter van service, to make getting to work even easier. To check pick-up and drop-off points, seat availability or to schedule a free trial ride*, go to EasyStreet.org or give us a call today at 800-972-EASY (800-972-3279).

* This offer is limited to seats available on current commuter bus and Easy Street® vanpool routes.

Disabled commuters are discovering the benefits of ridesharing. The three ridesharing organizations in Connecticut help those with and without disabilities by offering a number of services.

Matching Service: *The Commuters' Register* is a free monthly publication listing over 1,500 statewide carpools and vanpools. It also provides highway construction updates and transit information, including bus and rail schedules. *The Commuters' Register* is distributed to 60,000 readers each month at libraries, banks, and drug or grocery stores. If you would like a *free* listing, call 1-800-842-2150.

Commuter Vans: Vanpooling offers affordable ridesharing for commuters from the same origin towns who have common work hours and destinations. There are three options available through Connecticut's ridesharing organizations.

"Easy Street," a commuter van service operated by The Rideshare Company, has over 200 routes in operation, many of which can accommodate additional riders. Monthly fares cover all operating costs for the vehicle, including insurance, maintenance, and fuel. New routes can be added. VPSI (Van Pool Services, Inc.) provides flexible van rentals to commuting groups. Monthly rental fees and operating expenses are divided among the passengers. A third option is the purchase of a mini or full-size van at low interest rates plus attractively priced insurance. Contact your ridesharing organization for more information.

Wheelchair Lifts For Vanpoolers: Wheelchair users are encouraged to participate in vanpools. The ridesharing organizations, working with the State of Connecticut, will arrange for a van to be lift-equipped at no extra cost to riders. Moreover, the ridesharing organizations help with a fare equalization program that covers lost fares resulting from the removal of passenger seats necessary to accommodate wheelchair space.

Lower Costs, Added Companionship: Riding together saves money and provides companionship and a sense of security to the able and disabled alike. For more information on ridesharing, call the office nearest you:

MetroPool, Inc.
Phone: 324-6700
(800) 346-3743

Southwestern Connecticut and the lower Hudson Valley region of New York

Rideworks
Phone: (800) 255-7433

Greater New Haven and Waterbury

Shore Line East
Shore Line East currently serves Connecticut with weekday rush-hour commuter rail service from Old Saybrook - New London (and intermediate stations) to New Haven, Bridgeport & Stamford (with connecting service to New York City):

South East Area Transit (SEAT)
Phone: (860) 886-2631

Fixed route service is provided Monday through Saturday over 19 routes to nine towns, including Norwich, New London, Groton, Waterford, East Lyme, Griswold, Montville, Ledyard, and Stonington. One bus operates daily between the New London train station, Mistick Village, and the Foxwoods Resort as an Amtrak Thruway Service.

City of Stamford Dial-A-Ride
888 Washington Blvd
Stamford, CT 06904
Phone: (203) 977-4756

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Artelea Perkins

Paratransit Service

Weekday Hours of Service: 8:00 AM to 4:00 PM
Paratransit fare for persons with disabilities: $1.00-$2.00 round trip
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Elderly Disabled
Special certifications **ARE** required for visitors with disabilities: Completed and qualified application process complted by Dr.

How far in advance can services be booked? 3 days
How far in advance do you suggest that services be booked? 3 days
The service is operated Curb to Curb

UCONN Transportation Services
University of Connecticut Parking & Transportation Services operates several shuttle bus routes to many points located on and nearby off campus points. This service is offered on a frequent daily basis whenever the University is in session, and on a reduce weekday only schedule at other times.

Valley Transit District
Phone: (203) 735-6824

- Greater Bridgeport Transit Authority Route 15 provides daily service between Bridgeport, Shelton, and Derby (and intermediate points)

Greater Waterbury Transit District
20 East Main St, Suite303
Waterbury, CT 06702-2399
Phone: (203) 756-5414
Fax: (203) 756-7688

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Kathleen Ciupa, Director

Service Area:
City of Waterbury and the seven surrounding towns

Service is provided to:
Intercity Rail Stations: Metro North
Intercity Bus Stations: Bonanza Bus Lines (Bus lines operated by Northeast Transit)

Paratransit Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 6:00 AM to 6:00 PM
Paratransit fare for persons with disabilities: $2.00(in town) $3.00 (out of town)
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? ADA Paratransit Eligible
Special certifications **ARE** required for visitors with disabilities: Proof of eligibility or disability documentation
How far in advance can services be booked? 14 Days
How far in advance do you suggest that services be booked? 1 to 14 Days on first come first served bases
The service is operated Curb to Curb

Westport Service
100 Fairfield Ave
Norwalk, CT 06845
Phone: (203) 266-7171
Fax: (203) 853-6761
TTY: (203) 266-7171
Email: ntd@lx.netcom.com
Webpage: http://www.norwalktransit.com

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Nancy Carroll

Service Area:
Town of Westport-ADA 3/4 mile either side of daytime fixed route

Service is provided to:
Intercity Rail Stations: Saugatuck, Greens Farm

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 8:20 PM
Fixed route fare for persons with disabilities: $.50
All are accessible

Paratransit Service

Weekday Hours of Service: 8:00 AM to 6:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? ADA eligible
Special certifications **ARE** required for visitors with disabilities: ADA requirements
How far in advance can services be booked? 30 Days
How far in advance do you suggest that services be booked? 7 Days
The service is operated Door to Door

Windham Region Transit District
Phone: (860) 456-2223
Email: wincog@snet.net

- Weekday city bus service Storrs-Willimantic with Saturday service when University is in session.
- Weekday & Saturday city bus service within Willimantic
- Daily commuter bus service along Route 32 between Willimantic, Norwich, and Foxwoods Resort

Public transit in Maine

Transit options abound in Maine. From bus to ferry to rail services, Maine is definitely moving. Many cities and towns have extensive bus systems, and several bus companies operate between the larger urban areas of Maine to points throughout New England. New Amtrak© rail service now makes daily runs between Portland and Boston. An extensive ferry system connects coastal islands to the mainland up and down the Maine coast.

LOCAL BUS

Greater Portland Region
Webpage: http://www.transportme.org/info.php?action=allschedules
All Transportation Schedules

METRO (Greater Portland Transit District)
Phone: (207) 774-0351
Webpage: http://www.transportme.org/info.php?action=Metroschedules
Portland-Westbrook-Maine Mall

South Portland Bus Service
Phone: (207) 767-5796
Webpage: http://www.transportme.org/info.php?action=SoPortlandBusschedules
South Portland-Portland-Maine Mall

Shuttlebus
Phone: (207) 282-5408
Webpage: http://www.shuttlebus-zoom.com/
Biddeford-Saco-Old Orchard Beach

Portland Intercity Service
Phone: (207) 282-5408
Webpage: http://www.shuttlebus-zoom.com/
Biddeford to Portland via Old Orchard Beach, Scarborough & South Portland (Maine Mall)

The Bus
Phone: (207) 777-4563
Webpage: http://www.state.me.us/mdot/opt/transit/brochures/ltac.htm
Auburn-Lewiston

The Bus
Phone: (207) 947-0536
Webpage: http://www.bgrme.com/index.php3?c1=government_operations&c2=the_bus&c3=routes
Bangor-Brewer-Hampden-Veazie-Orono-Old Town

Kennebec Valley Transit
Phone: (207) 877-5677
Webpage: http://www.state.me.us/mdot/opt/transit/brochures/kvaug.htm
Augusta-Hallowell-Farmingdale-Gardiner
Waterville-Fairfield

The Bus
Phone: (207) 324-5762
Sanford-Springvale

COAST
Phone: (603) 743-5777
Webpage: http://www.coastbus.org/
Dover NH-Somersworth NH-Berwick

Island Explorer
Phone: (207) 288-3340
Webpage: http://www.exploreacadia.com/
Bar Harbor and points throughout Mount Desert Island/Acadia National Park

Mountain Explorer
Phone: (207) 824-2282
Webpage: http://www.sundayriver.com/mtexplorer.html
Bethel-Sunday River Ski Resort

Shuttlebus
Phone: (207) 443-8371
Webpage: http://www.cityofbath.com/bathhome.htm
City of Bath

Western Maine Transportation Services
Phone: (207) 364-3639
Webpage: http://www.state.me.us/mdot/opt/transit/brochures/Pine-Tre.htm - Farmington%20-%20Lewiston%20Schedule:
Farmington and Rumford area to Lewiston, Norway-S. Paris

Downeast Transportation
Phone: (207) 667-5796
Webpage: http://www.state.me.us/mdot/opt/transit/brochures/downeast.htm
Mount Desert Island/Bar Harbor-Ellsworth-Bangor

Brunswick Transportation Co.
Phone: (800) 341-0322

Lisbon Connection
Phone : (207) 777-4583
Webpage : http://www.state.me.us/mdot/opt/transit/brochures/lisbon.htm
Lisbon-Lisbon Center-Lisbon Falls-Lewiston

John T. Cyr & Sons
Phone : (207) 827-2335

Coastal Transportation
Phone: (207) 596-6605

West's Transportation
Phone: (207) 546-2833

Katahdin Regional Transportation Resources
Phone: (888) 454-5732

Cranberry Isle Ferries (bus)
Phone: (207) 667-5796

COMMUTER SHUTTLES

GO MAINE Vanpools
Phone: (800) 280-RIDE
Portland and Lewiston to Augusta/Winthrop

ZOOM Turnpike Express
Phone: (888) THE-ZOOM
Webpage: http://www.shuttlebus-zoom.com/zoom.html
Biddeford-Saco-Portland

RTP BIW Express
Phone: (207) 774-2666
Saco-Portland-Bath Iron Works

Dineen Bus Lines
Phone: (207) 439-4440
Portsmouth/Kittery Naval Shipyard

J&D Express
Phone: (207) 283-4110
Portsmouth/Kittery Naval Shipyard

Hudson Bus Lines/BIW Express
Phone: (207) 783-2033

VIP Tour & Charter
Phone: (207) 772-4457
USM Portland-Gorham

INTER-CITY BUS

Concord Trailways
Phone: 828-1511/800-639-3317
Webpage: http://www.concordtrailways.com/concord_trailways.htm
Bangor-Maine Coast-Portland-Boston MA

Vermont Transit
Phone : (207) 772-6587/800 451-3292
Webpage: http://www.vermonttransit.com/
Bangor-Portland-Boston MA

Mermaid Transportation
Phone: (207) 772-2509/1-800-696-2463
Webpage: http://www.gomermaid.com/
Portland-Boston (Logan Airport) and Manchester (NH) Airport

C&J Trailways
Phone: (603) 430-1100
Webpage: http://cjtrailways.com/
Seacoast NH-Boston MA

FERRY

Casco Bay Lines
Phone: (207) 774-7871
Webpage: http://www.cascobaylines.com/
Serving Peaks, Little Diamond, Great Diamond, Long Island, Diamond Cove, Chebeague, and Cliff Islands

Maine State Ferry Service
Phone: (207) 596-2202
Webpage: http://www.state.me.us/mdot/opt/ferry/ferry.htm
Rockland-Vinalhaven-North Haven-Matinicus Island
Lincolnville-Islesboro
Bass harbor-Swans Island-Frenchboro

M/S Scotia Prince
Phone: (800) 845-4079
Webpage: http://www.princeoffundy.com/
Portland-Yarmouth NS

Chebeague Transportation Co.
Phone: (207) 846-3700

Isle Au Haut Ferries
Phone: (207) 367-6516

Cranberry Isle Ferries
Phone: (207) 667-5796

RAIL

Amtrak (The Downeaster)
Phone: (800) 872-7245
Webpage: http://www.thedowneaster.com/
Portland-Saco-OOB-Wells-Dover NH-Durham NH-Exeter NH-Haverhill MA-Boston MA (North Station)

GO MAINE COMMUTER CONNECTIONS

Smart Choices for Maine commuters.
GO MAINE Commuter Connections is the new commuter services program for the State of Maine. We provide services and information for the commuting public on user-friendly, money-saving transportation options statewide: carpools, vanpools, bus, ferry, rail, bicycle, walking, Park and Ride lots, telecommuting, and more. It's free and there's no obligation.

We also provide Maine employers with customized transportation solutions for their business and their commuting employees.

GO MAINE is sponsored by the Maine Department of Transportation and the Maine Turnpike Authority and administered by the Greater Portland Council of Governments.

CARPOOL

The easy way to work. Carpooling is a great way to save money, make your automobile last longer, relieve daily driving stress, and do something good for the environment. It's flexible too, so you can carpool when it's convenient for your schedule. Just ask the commuters in the hundreds of registered carpools that are operating all over Maine!

GO MAINE makes getting into a carpool or starting your own real easy. Register today—it only takes a few minutes. Just tell us where you live, where you work, and what your work schedule is. We'll do the rest! You'll get a confidential list of registered carpooling commuters who best match your commuting situation and needs. Our commuter database is growing all the time, so even if we can't find a match for you today, one is sure to be just around the bend.

Worried about missing your ride home if you carpool? Don't. With the GO MAINE Emergency Ride Home Guarantee you'll be able to pick your sick child up at school, stay late for your boss, or respond to any other daytime emergency with a free (or reimbursed) taxi ride home.

VANPOOL

The fast track with cupholders. GO MAINE can connect you with one of our convenient, comfortable, and money-saving vanpools. We currently operate nine vanpools to the Capital Region of Augusta from the Portland and Lewiston areas and points in-between. Check out our vanpool routes for one that works for you. We are also working with groups of commuters and employers to establish new vanpool routes in other areas of Maine as demand dictates. We'll do whatever it takes to find the best vanpooling solution for your commute.

Why vanpool? Like carpools, vanpools reduce commuting costs, saving you money on gas and vehicle wear and tear. Vanpools also reduce air pollution and traffic congestion by reducing the number of vehicles on the road. They're comfortable and convenient too! And when you register your vanpool with GO MAINE you are eligible for the Emergency Ride Home Guarantee and monthly prize drawings. Get in on the savings!

BIKE/WALK

Your workout to work.
If you work within 2 to 10 miles of your home, bicycling or walking is an excellent alternative commuting option. It's free, it's healthy and sometimes it can even be faster than sitting in your car on congested roadways. Register as a GO MAINE bicycle or walking commuter today and get all the great benefits!

Exercise is a proven stress reliever, and you'll enjoy the benefits of reduced risk of stroke and heart disease, as well as increased bone integrity and improved mood – all those endorphins, you know. And of course you'll also be eligible for all of GO MAINE's commuter benefits, including our Emergency Ride Home Guarantee and regular prize drawings.

With Maine's tricky weather, biking and walking won't always be your best option. However, even if you make them a seasonal commuting method, you will be doing a lot to cut your commuting costs, reduce auto emissions and road congestion and improve your health.

Acadian Lines
Acadian Lines provides daily service to 78 destinations throughout the Maritimes. Daily service is provided to St. Stephen NB (across the International Bridge from Calais ME) and weekend service to Bangor ME (connecting Vermont Transit bus to Portland and Boston).

Amtrak

- **Downeaster** - Four daily trains between Boston (***North Station***) and Portland, ME

  MBTA **Orange Line Subway** provides frequent connecting service between ***North Station*** and ***Back Bay Station***

  - Portland
  - Old Orchard Beach (June-Sept only)
  - Saco
  - Wells
  - Dover, NH

The following intercity bus lines **serving Maine points** terminate in Boston at ***South Station*** for easy transfer to other Amtrak trains.

- Concord Trailways (Bangor, Portland, & numerous intermediate Coastal points)
- Vermont Transit (Bangor, Waterville, Augusta, Lewiston, Portland, Wells & Portsmouth NH)
- C&J Trailways (frequent service from Dover NH & Portsmouth [NH] Transportation Center)

Aroostook Regional Transportation System, Inc.
Aroostook Regional Transportation System
P.O. Box 552
24 Houlton Road
Presque Isle, ME 04769
Phone: (207) 764-1290

Type of Service: Public Transit – Rural

ARTS provides demand response transportation services on a scheduled basis for all of Aroostook County, the Danforth area in Washington County and the Patten area in Penobscot county.

BAT Community Connector
481 Maine Ave.
Bangor, ME
Phone: (207) 947-0536

The City of Bangor operates a fixed-route city bus system serving Bangor, Brewer, Hampden, Veazie, Orono, and Old Town.

Bar Harbor Ferry, Co.
Newport Drive
Bar Harbor, ME
Phone: (207) 288-2984

Operates the following ferry routes:

- Bar Harbor - Winter Harbor
- Southwest Harbor - Manset - Sutton Island - Islesford - Great Cranberry Island (Mid-May through Mid October only)

Bath City Bus
City of Bath
104 Front Street
Bath, ME 04350
Phone: (207) 443-6258

Type of Service: Public Transit – Rural

The City of Bath operates a fixed-route bus service within Bath, Monday through Friday only with a one-way fare of 60 cents.

Balmy Days Cruises
62 Commercial St.
Boothbay Harbor, ME
Phone: (207) 633-2284

Balmy Days Cruises operates three seasonal boat/harbor rides for tourists, two of which also serve as ferries:

- Boothbay Harbor, ME - Monhegan Island (Memorial Day weekend thru Columbus Day only)
- Boothbay Harbor, ME - Squirrel Island (March thru Thanksgiving only)

Beal & Bunker Mail Boat
Phone: (207) 244-3575

Beal & Bunker operates a ferry between Northeast Harbor, ME and Cranberry Isles, Isleford, and Sutton (on request) on a year-around basis.

Biddeford-Saco-Old Orchard Beach Transit
P.O. Box 586
City Hall
Biddeford, ME 04005
Phone: (207) 282-5408

Type of Service: Public Transit – Rural

The BUS
481 Maine AOE
Bangor, ME 04401
Phone: (207) 947-0536
Fax: (207) 941-0246

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Joseph McNeil

Service Area:
Bangok, Brewer; Veazie, Orono; Oldtown, Hampden

Service is provided to:
Commercial Passenger Airport: Bangor International Airport

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:15 AM to 5:45 PM
Sunday Hours of Service: 6:15 AM to 5:45 PM
Fixed route fare for persons with disabilities: $1.50 / ADA
All are accessible
Are all of the systems rail stations accessible? Call , to determine which stations are accessible.

Paratransit Service
Weekday Hours of Service: 6:15 AM to 5:45 PM
Saturday Hours of Service: 6:15 AM to 5:45 PM
Paratransit fare for persons with disabilities: Double th price of the regular fare
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Disabled persons ie
Special certifications **ARE** required for visitors with disabilities: Certificate from are city, ADA eligiblility card
How far in advance can services be booked? 24 Hours
How far in advance do you suggest that services be booked? 24 hours
The service is operated Door to Door

The Cat
121 Eden Street
Bar Harbor,ME
Phone: (207) 288-3395

Bay Ferries operates a high-speed ferry between Bar Harbor, ME and Yarmouth, NS, Mid-May thru Mid-October only.

Casco Bay Lines
Casco Bay Island Transit District
56 Commercial Street
Portland, ME 04112
Phone: (207) 774-7871
Fax: (207) 774-7875

Type of Service: Public Transit – Urban and Small Urban Systems.
Casco Bay Lines operates four ferry lines from downtown Portland ME to the nearby islands on a year-around basis.

Chebeague Transportation Company
56 Meeting House Ln
Chesbeague Island, ME
(207) 846-3700

Chebeague Transportation Company operates a ferry to Chebeague Island, from Cousins Island (Yarmouth) on a year-around basis. A connecting bus serves a satellite parking lot on Route 1 in Cumberland located between Tuttle Road and I-95 Exit 16 (Yarmouth).

Concord Trailways
Concord Trailways operates two routes to Boston and Logan Airport:

- Portland (frequent non-stop service)
- Bangor (one-stop service)
- Brunswick-Camden-Bangor (and intermediate coastal points)

Cooperative Alliance for Seacoast Transportation (COAST)
COAST runs several local bus lines in the Portsmouth, Dover, Durham, Berwick, and Rochester areas, with recent extensions to Farmington, and Exeter.

Coastal Trans
Coastal Trans offers public transportation services in Knox, Lincoln and Sagadahoc counties as well as Brunswick and Harpswell. Most of the towns in this area are served at least one day a week. A schedule is available from either the Rockland office (call 596-6605) or the Brunswick office (call 442-6207). All rides must be scheduled at least 24 hours in advance.

Cyr Bus Line
184 Main St.
South Portland, ME 04106-2627
Phone: (207) 777-3730
Fax: (207) 854-6214

1246 Ohio St.
Bangor, ME 04401-2711
Phone: (207) 942-3354

P.O. Box 368
Old Town, ME 04468-1329
Phone: (207) 827-2335

Cyr Bus Lines/John T. Cyr & Sons, Inc. operates a daily round trip from Caribou and Houlton to Bangor and Old Town

Downeast Transportation
194 Main St.
PO BOX 914
Ellsworth, ME 04605-0914
Phone: (207) 667-5796
Fax: (207) 667-5796

Type of Service: Public Transit - Rural
ADA Contact Person: Ed Dewitt

Service Area:
Fixed Route Service Hancock County

Service is provided to:

Commercial Passenger Airport: Banbor Int. One day per week
Intercity Bus Stations: Vert. Trans. C. Trailways

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 7:00 AM to 4:00 PM
Fixed route fare for persons with disabilities: By zone No Special Rate
All are accessible

Downeast Transportation operates a fixed-route rural bus services to Ellsworth and Bar Harbor from all parts of Mt. Desert Island. Service is also provided to Ellsworth from Stonington, Bucksport, Otis, and Winter Harbor. They also operate a weekly trip from Bar Harbor and Ellsworth to Bangor. Note that their Island Explorer service provides frequent daily service to many parts of Mount Desert Island & Schoodic Peninsula during the summer & early fall months.

East Coast Ferries

Continuing the area's maritime tradition, the Quoddy Loop's center is connected by a series of ferries (all Canadian operations). These vessels transport travelers and vehicles among the four principal islands (Campobello Island, Deer Island, Grand Manan Island, and Eastport (Moose Island)) and the mainland of New Brunswick and Maine.

Frye Island Ferry

Phone: (207) 655-4258

The Town of Frye Island in Sebago Lake operates a seasonal ferry service to the dock on Raymond Neck. Please note the separate directions to Frye Island.

Hardy Boat Cruises

Phone: (207) 677-2026

Hardy Boat Cruises operates a ferry service between New Harbor, ME and Monhegan Island between Mid-May and Mid-October.

Island Explorer
19 Firefly Lane
Bar Harbor, ME
Phone: (207) 288-4573

Downeast Transportation operates eight bus routes offering frequent daily service to many parts of Mount Desert Island & Schoodic Peninsula during the summer & early fall months.

Isle au Haut Mailboat
The Isle au Haut mailboat provides a seasonal ferry service between Stonington, ME and the town landing at Isle au Haut, with summer service to the Acadia National Park campground at Duck Harbor. A seasonal excursion around Penobscot Bay is also offered.

Kennebec Valley Transit/Cap
P.O. Box 1529
Waterville, ME 04901
Phone: (207) 873-2122

Type of Service: Public Transit – Rural

KV Transit
KVCAP operates fixed route bus services on weekdays only for the general public in two separate areas:

- **Waterville - Fairfield**
- **Augusta - Hallowell - Farmingdale - Gardner Area**

Lewiston Auburn Transit Committee
LACT operates a fixed-route city bus service within Lewiston and Auburn.

Lewiston, Maine
Public Transit - Urban and Small Urban Systems

Hudson Bus Lines Inc
280 Bartlett St.
Lewiston, ME 04240
Phone: (207) 783-2033
Fax: (207) 771-1938
For Scheduling Trips: 9207)784-2856

ADA Contact Person: Linda Tapley

Service Area:
Lewiston- Auburn

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 4:45 PM
Fixed route fare for persons with disabilities: $.50
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service
Weekday Hours of Service: 6:00 AM to 4:45 PM
Paratransit fare for persons with disabilities: $2.00 one way/$4.00 round trip
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? Physically or mentally Handicapped
Special certifications **ARE** required for visitors with disabilities: Prior certification at visitors home city or certification by our application
How far in advance can services be booked? 10 days

How far in advance do you suggest that services be booked? 1 day
The service is operated Door to Door

Lisbon Connection
The Town of Lisbon operates a fixed-route bus service between Lisbon Falls and Lewiston.

The Lynx
262 Harlow St.
Bangor, ME
Phone: (207) 973-3695

Penquis CAP operates a demand responsive bus service on a weekly basis to most rural towns in PENOBSCOT & PISCATAQUIS Counties.

Mexico, Maine
Public Transit - Urban and Small Urban Systems

Western Maine Transportation Service
54 Pine St
Mexico, ME 04257
Phone: (207) 364-3639
For Scheduling Trips: (800)743-2134

Paratransit Service
Weekday Hours of Service: 7:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: $1.00 per 25 mi.
Cash **IS NOT** accepted by drivers.
Who is eligible to ride paratransit service? General Public
Special certifications **ARE NOT** required for visitors with disabilities.

How far in advance can services be booked? 48 hours
How far in advance do you suggest that services be booked? 48 hours
The service is operated Door to Door

Maine State Ferry Service
Phone: (207) 244-3254

The Maine State Ferry Service operates the following ferries on a year-around basis:

- Rockland - Vinalhaven
- Rockland - North Haven
- Rockland - Matinicus Island
- Lincolnville - Islesboro
- Bass Harbor - Swans Island
- Bass Harbor - Frenchboro

Monhegan Boat Line
Phone: (207) 372-8848

The Monhegan Boat Line operates a ferry between Port Clyde, ME and Monhegan Island on a year-around basis.

Mountain Explorer
Bus and van service operates daily during ski season only:

- Mountain Explorer - Sunday River to Bethel
- Sunday River Trolley - Local service within resort complex
- Jordan Shuttle - Van service to Jordan Grand Resort Hotel

The Lynx
Penquis CAP operates a demand responsive bus service on a weekly basis to most rural towns in PENOBSCOT & PISCATAQUIS Counties.

Penquis Community Action Program
P.O. Box 1162
262 Harlow St.
Bangor, ME 04401
Phone: (207) 941-2830

Type of Service: Public Transit - Rural

Greater Portland Transit District (METRO)
METRO city busses provide a fixed-route city bus service in Portland, and Westbrook, that also features a route to the Maine Mall and the Airport.

Prince of Fundy Cruises
468 Commercial St.
Portland, ME
Phone: (207) 775-5611

Prince of Fundy Cruses operates a ferry between Portland, ME and Yarmouth, NS on a seasonal basis.

Regional Transportation Program (RTP)

- Door-to-door bus service to the Portland/South Portland metropolitan area from 26 Cumberland County cities and towns. Most rides go to downtown Portland, Maine Medical Center and the Maine Mall. Other stops may be arranged in advance to meet individual needs. Most County bus Trips arrive in Portland by 10:00 a.m. and leave by 2:00 p.m. Additional early morning service is available on some routes. Other local and town-to-town bus routes operate in selected areas.
- RTP operates a Saco - Portland - Bath intercity commuter service designed primarily to serve employees of Bath Iron Works in Bath, but is also available to the general public. Transportation is provided Monday-Friday from Saco to Portland to Bath, with intermediate stops in Scarborough and Freeport

Portland, Maine
Public Transit - Urban and Small Urban Systems

RTP ADAPT
127 St. John St.
Portland, ME 04102
Phone: (207) 774-2666
Fax: (207) 775-1431
For Scheduling Trips: *same as above*

ADA Contact Person: RTP Dispatch

Service Area:
Portland, South Portland and Westbrook Maine

Service is provide to:
Commercial Passenger Airport: Portland Jet Port.
Intercity Bus Stations: Vermont Transit

Paratransit Service
Weekday Hours of Service: 6:30 AM to 10:00 PM
Saturday Hours of Service: 7:00 AM to 10:00 PM
Sunday Hours of Service: 10:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? ADA certified card holders
Special certifications **ARE** required for visitors with disabilities: Must have ADA Paratransit Card
How far in advance can services be booked? As needed, up to 30 days
How far in advance do you suggest that services be booked? 1 week to 10 days

The service is operated Curb to Curb

ShuttleBus & ZOOM
The Biddeford-Saco-Old Orchard Beach Transit Committee operates the following:

- City bus route within Biddeford, Saco, and Old Orchard Beach
- Commuter Bus from Biddeford, Saco, Old Orchard Beach, and Scarborough to Downtown Portland and the Maine Mall
- Zoom Bus from Maine Turnpike Park & Ride lots in Biddeford & Saco to Downtown Portland
- Seasonal beach and campground shuttle within Old Orchard Beach.

South Portland Bus Service (SPBS)
The City of South Portland operates a fixed-route city bus service within South Portland, with runs to downtown Portland and the Maine Mall.

South Portland, Maine
Public Transit - Urban and Small Urban Systems

South Portland Bus Service
42 O'Niel St
South Portland, ME 04106
Phone: (207) 767-5556
For Scheduling Trips: (207)774-2666

ADA Contact Person: Rich Sargeant

Service is provide to:
Commercial Passenger Airport: Portland International
Intercity Bus Stations: Greyhound

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 5:20 AM to 9:50 PM
Saturday Hours of Service: 9:00 AM to 5:30 PM
Fixed route fare for persons with disabilities: $.50
Fixed route buses **WILL** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service

Weekday Hours of Service: 5:00 AM to 9:00 PM
Saturday Hours of Service: 5:00 AM to 9:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? Anyone with Medicare card or qualified Regional Transportation card
Special certifications **ARE** required for visitors with disabilities: Qualified through regional Transportation - must obtain card
How far in advance can services be booked? 24 hours
How far in advance do you suggest that services be booked? 24 hours
The service is operated Door to Door

Vermont Transit

Vermont Transit serves the following Maine points on its daily intercity bus service:

- Boston - Portsmouth - **Wells - Portland - Brunswick - Lewiston - Augusta - Waterville - Bangor**
- **Bangor - Ellsworth - Bar Harbor (*Seasonal service only*)**

V.I.P. Tour & Charter Bus Company

129 Fox St.
Portland, ME
Phone: (207) 772-4457

- Portland - Freeport (Weekends only)

Waldo County Transportation
Waldo Co. Committee for Social Action
P.O. Box 130
Belfast, ME 04915
Phone: (207) 338-6809

Type of Service: Public Transit – Rural

Waldo County Committee for Social Action offers the following transportation services to the general public:

- Door-to-door transportation to Belfast from all towns in Waldo County (weekly to tri-weekly service)
- Fixed route weekly service from Befast to Rockland, Bangor, Waterville, and Augusta.
- Local service within Belfast (mid-mornings twice-weekly)

Washington-Hancock Community Agency (WHCA)
Washington-Hancock Community Action
P.O.Box 280
Milbridge, ME 04658
Phone: (207) 546-7546

WHCA operates or subcontracts the following public transit routes:

- To Calais from Eastport, Indian Township, Perry, Pleasant Point, Princeton, and Woodland (Mon-Fri)
- To Bangor from Bucksport on Mondays and Wednesdays only
- To Machias from Jonesport and Harrington (Mon-Fri)

Western Maine Transportation Services (Pine Tree Transit)
Western Maine Transportation Service
54 Pine St
Mexico, ME 04257
Phone: (207) 364-3639

Type of Service: Public Transit - Urban and Small Urban Systems

Paratransit Service

Weekday Hours of Service: 7:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: $1.00 per 25 mi.
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? General Public
How far in advance can services be booked? 48 hours
How far in advance do you suggest that services be booked? 48 hours
The service is operated Door to Door

Western Maine Transportation Services operates demand-responsive rural bus services in Franklin, Oxford, and Androscoggin Counties.

West's Coastal Connection
West's Coastal Connection runs a daily round trip along the Maine Coast from Calais to Bangor. Note that St Stephen NB is across the river from Calais ME.

Milbridge, Maine
Public Transit - Rural Systems

West Transportation, Inc.
P.O. Box 82
Milbridge, ME 04658
Phone: (800) 596-2832
Fax: (800) 596-2832
For Scheduling Trips: *same as above*

ADA Contact Person: Emory West

Service Area:
Maine

Service is provide to:
Commercial Passenger Airport: Bangor IA daily

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 9:30 AM to 7:00 PM
Saturday Hours of Service: 9:30 AM to 7:00 PM
Sunday Hours of Service: 9:30 AM to 7:00 PM
Fixed route fare for persons with disabilities: Same as general public.
Fixed route buses **WILL** deviate **1/4 mile** for persons with disabilities.
All fixed route buses **ARE** accessible.

York County Community Action Corporation
P.O. Box 72
Sanford, ME 04073

Phone: (207) 324-5762
Fax: (207) 490-5027
TTY: (207) 324-5762

Type of Service: Public Transit - Rural

Paratransit Service

Weekday Hours of Service: 6:30 AM to 4:30 PM
Paratransit fare for persons with disabilities: varies
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? County Residents General Public
How far in advance can services be booked? 2 weeks
How far in advance do you suggest that services be booked? 24 hours
The service is operated Door to Door

YCCAC offers the following transportation services to the general public:

- Door-to-door service from all towns in York County on a weekly basis to the closest regional shopping and medical destinations.
- Sanford Transit is a fixed route transit service between Springvale and South Sanford, five days week, year round, available to anyone on a fare-paying basis.

Public transit in Massachusetts

128 Business Council

The 128 Business Council is a nonprofit public/private partnership formed to help reduce traffic congestion on Route 128 by providing alternative transportation services and information. We also work with state and federal transportation agencies on behalf of member businesses. We are funded by member companies that are committed to the economic vitality of the 128/West area.

The 128 Business Council was the first of Massachusetts regional Transportation Management Associations (TMAs). Since our inception in 1987, we have worked closely with employers and property owners in the Route 128/West region to "Keep 128 Moving."

- 11 Waltham Center - Bay Colony via Bear Hill Road
- 12 Waltham Center - Bay Colony via Totten Pond Road
- 14 Waltham Center - Waverley Square via Lexington St.
- 16 Waltham Center - Riverside via Moody Street
- 17 Waltham Center - Riverside via Brandeis University
- 23-24 Waltham Center - Bentley College via Lexington St.
- 25 Bentley College - Harvard Square Shuttle
- 30-35 Alewife - Lexington - Waltham/128 Shuttle
- 39 Alewife - Windsor Village Shuttle
- 44 Newton Highlands - Needham Shuttle

A & A Metro Transportation
1001 Bedford St.
Bridgewater, MA
Phone: (508) 697-0017

Operates MBTA Bus Route 710 locally within Medford.

A & B Coach Lines
PO Box 850528
Braintree, MA 02185-0528
Phone: (781) 843-6440 or (800) 696-6066

Service Area: Canton to Mattapan

American Eagle Motor Coach
Contact: Pamela Corcoran
72 Sycamore St.
Fairhaven, MA 02719-3499
Phone: (508) 993-5040
Fax: (508) 994-0787

Service Area: Fairhaven, New Bedford, Taunton

Amtrak
Amtrak's nationwide passenger rail service currently serves Massachusetts at the following points:

- **Acela Express** - High speed service to Boston, Providence, New York City & Washington DC
  - Boston - **South Station & Back Bay Station**
  - Westwood - Route 128 Station)

- **Northeast Corridor** - Frequent service to New York City & Washington DC except where noted
  - Boston - **South Station & Back Bay Station**
  - Westwood - Route 128 Station
  - Providence, RI
  - Framingham (One daily train)
  - Worcester (One daily train)
  - Springfield (shuttle to connecting train at New Haven)

- **Lake Shore Limited** - One daily train to Albany & Chicago
  - Boston - **South Station & Back Bay Station**
  - Framingham
  - Worcester
  - Springfield
  - Pittsfield

- **Downeaster** - Four daily trains between Boston (**North Station**) and Portland, ME
  (MBTA **Orange Line Subway** provides connecting service within Boston to **Back Bay Station**) for able bodied passengers.
  - Boston (**North Station**)
  - Woburn - Anderson Regional Transit Center
  - Haverhill

- **Vermonter** - One daily train to St. Albans VT to New Haven - New York City - Washington DC
  - Springfield
  - Amherst
  - Brattleboro, VT

Airport Water Shuttle (Rowes Warf)
50 Rowes Wharf
Boston, MA 02110
Phone: (617) 330-8680 or (800) 23LOGAN

Year-round Ferry Service: Boston (Rowes Wharf) to Logan Airport

Bay State Cruises
Phone: (617) 457-1428

Ferry Service:
- World Trade Center Boston to Provincetown **(Seasonal)**

Bedford Local Transit
314 Great Rd.
Bedford, MA 01730
Phone: (781) 275-2255

Service Area: Bedford to Burlington

Berkshire RTA (BRTA)
67 Downing Pkwy.
Pittsfield, MA 01201
Phone: (413) 499-2782
Fax: (413) 442-2536
TTY: (413) 499-2782

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Theresa Johnson

Service Area:

Adams, Cheshire, Clarkesburg, Dalton, Great Barrington, Hinsdale, Lanesborough, Lee, Lenox,North Adams, Otis, Pittsfield, Richmond, Stockbridge, Washington, and Williamstown

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 7:00 PM
Sunday Hours of Service: 7:00 AM to 6:00 PM
Fixed route fare for persons with disabilities: $.35 per zne; 4 zone maximum
All are accessible

Beverly Shoppers Shuttle
28 Cabot Street
Beverly, MA 01915
Phone: (978) 232-9559

Service Area: Downtown Beverly and MBTA train connections at Beverly Depot and Montserrat Stations.

Bloom Bus Lines
10 Oak Street
Taunton, MA 02780
Phone: 508-822-1991 or 800-323-3009
Fax: 508/880-4783
Email: bloom@ici.net

Contact: Sandra Santos

Service Area: Brockton, Taunton, Raynham, Easton

BMC / BUMC Shuttle Buses
Boston Medical Center & Boston University Medical Center sponsor several shuttle bus routes:

- All-Day Medical Campus Shuttle
- Inner Campus Shuttle
- Evening Transit "T" Shuttle
- Evening & Weekend Escort Service
- Boston VA Medical Center Shuttle
- BMC Healthnet Shuttles
- BU Charles River & Medical Campus Shuttle

Bonanza Bus Lines

105 Trowbridge Rd.
Buzzards Bay, MA 02532-3615
Phone: (508) 759-7715

Foxboro, MA 02035
Phone : (508) 543-4122

1776 Main St.
Springfield, MA 01103-1027
Phone: (413) 781-3320

New Bedford Transportation Center
New Bedford, MA 02740
Phone: (508) 990-3366

221 2nd St.
Fall River, MA 02721-2005
Phone: (508) 679-2335

43 Main St.
Lee, MA 01238-1611
Phone: (413) 243-0135

181 Main St.
Wareham, MA 02571-2124
Phone: (508) 295-3665

59 Depot Ave.
Falmouth, MA 02540-2301
Phone : (508) 548-7588

57 S Church St.
Pittsfield, MA 01201-6132
Phone: (413) 447-9265

Piers Woods Hole Ste
Woods Hole, MA 02543
Phone: (508) 548-5011

- Boston-Providence-Green Airport
- New York-Providence-Fall River-New Bedford-Cape Cod
- Logan-Boston-Bourne-Falmouth-Woods Hole
- Providence-Pittsfield-Albany
- Logan-Foxboro-Providence
- Boston-Providence-New York City
- Boston-Fall River-Newport
- New York-Pittsfield-Williamstown-Bennington

Boston Harbor Cruises
Phone: (617) 227-4321

- Hingham Shipyard to Rowes Wharf
- North Station (Lovejoy Wharf) to World Trade Center via Joseph J. Moakley Courthouse
- North Station (Lovejoy Wharf) to Charlestown Navy Yard Weekday
- Charlestown Navy Yard to Long Wharf Weekday
- Charlestown Navy Yard to Long Wharf Weekend
- Long Warf to Georges Island (Seasonal)
- Hingham to Georges Island (Seasonal)
- Boston to Deer Island (Seasonal)
- Boston-Provincetown High Speed Service (Seasonal)

Bridgewater State College Transit Service
A shuttle bus system serving the campus of Bridgewater State College using busses supplied by Brockton Area Transit (BAT).

Brockton Area Transit (BAT)
70 School St.,
Brockton, MA 02401
Phone: (508) 580-1170 (schedule info) or (508) 588-2240 (office)
Local bus Service within: Abington, Avon, Bridgewater, Brockton, Easton, E. Bridgewater, Stoughton, W. Bridgewater, Whitman

ADA Contact Person: Kathy Riddell

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 8:40 PM
Saturday Hours of Service: 6:00 AM to 8:40 PM
Fixed route fare for persons with disabilities: 1/2 regular fare--$.35 one way
Fixed route buses **WILL NOT** deviate for persons with disabilities.

Paratransit Service

Weekday Hours of Service: 6:00 AM to 8:40 PM
Saturday Hours of Service: 6:00 AM to 8:40 PM
Paratransit fare for persons with disabilities: $1.50 one way
Cash **IS NOT** accepted by drivers.
Who is eligible to ride paratransit service? Seniors 65+ or certified under ADA guidelines
Special certifications **ARE** required for visitors with disabilities: Application process, if under 65, or certification from another system if staying longer than 3 weeks.
How far in advance can services be booked? Day ahead
How far in advance do you suggest that services be booked? 2 weeks in advance

Brush Hill Transportation
Brush Hill Tours
435 High Street
Randolph, MA 02368
Phone: (781) 986-6100 & (800) 343-1328
Email: meetingplanners@brushhilltours.com

Commuter Bus to Boston from: Medfield, Medway, Milford, Westwood, Millis, Dover

Burlington Bus (The B Line)
Phone: (781) 270-1965

Local bus service operated by the Town of Burlington.
Schedules are also available at the MBTA Web Site under Private Bus Service.

C&J Trailways

- Boston (South Station)-Logan Airport-Newburyport-Portsmouth-Dover-Durham

Cambridgeside Galleria Shuttle
100 Cambridge Pl.
Cambridge, MA 02141
Phone: (617) 621-8666

- Kendall Square to Cambridgeside Galleria

Cape Cod Central Railroad
Cape Cod Central Railroad operates scenic and dinner trains over the rails of Cape Cod on a ***seasonal*** basis.

Cape Ann Transportation Authority (CATA)
P.O. Box 511
168 Eastern Ave.
Gloucester, MA 01930
Phone: (978) 283-7916 or (978) 768-6277

Local Bus Service: Essex, Gloucester, Ipswich, Magnolia, Rockport

Cape Cod RTA (CCRTA)
585 Main St.
P.O. Box 2006
Dennis, MA 02638
Phone: (508) 385-8326 or (800) 352-7155
Email Address: d.walsh@capcod.net

ADA Contact Person: Dennis Walsh

Local Bus Service within: Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet, Yarmouth.

Service is provide to:

Commercial Passenger Airport: Barnstable Airport
Intercity Rail Stations: Cape Cod Railroad Amtrack
Intercity Bus Stations: Plymouth & Brector

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 7:30 PM
Saturday Hours of Service: 7:25 AM to 7:00 PM
Sunday Hours of Service: 9:00 AM to 1:00 PM
Fixed route fare for persons with disabilities: 1/2 the standard fare
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service

Weekday Hours of Service: 7:00 AM to 7:00 PM
Saturday Hours of Service: 9:00 AM to 7:00 PM
Sunday Hours of Service: 9:00 AM to 1:00 PM
Paratransit fare for persons with disabilities: 1/2 fare
Cash **IS NOT** accepted by drivers.
Who is eligible to ride paratransit service? General Public
Special certifications **ARE NOT** required for visitors with disabilities.
How far in advance can services be booked? One week
How far in advance do you suggest that services be booked? At least 24 hours
The service is operated Door to Door

Capt. John Boats
Phone: (508) 746-2643 or (800) 242-2469

Ferry Service: Plymouth to Provincetown (***seasonal***)

Carey's Bus Lines
68 Industrial Way
Hanson, MA 02341
Phone: (781) 447-5555

Commuter Bus service to Boston from Whitman

Cavalier Coach
Contact: Joan Libby
3 Dolphin Way
Boston, MA 02210
Phone: (617) 330-1234
Fax: (617) 330-1344

Commuter Bus to Boston from: Marlboro, Northboro, Sudbury, Wayland, Weston.
Schedules also available at the MBTA Web Site under Private Bus Service.

Coach Company
P.O. Box 159
Merrimac, MA 01860
Phone: (603) 382-6623
Fax: (603) 382-6637

Contact: Bob Dwyer

The Coach Company operates a commuter bus service to Boston from:

- Plastow-Amesbury-Newburyport-Byfield-Peabody-Lynnfield
- Haverhill-Groveland-Georgetown-Boxford-Topsfield-Lynnfield

Coach New England / Entertainment Tours

- Non-stop year-round daily bus service from Boston South Station to New York City (Penn Station area)
- Seasonal service Boston University Campus & Northeastern University Campus to New York City (Penn Station area).

Community Transit Services, Inc. (CTS)
573 South St.
Athol, MA
Phone: (978) 575-9966

Hours: Monday-Friday 6:00 a.m. – 6:00 p.m.; Saturday 7:00 a.m. – 1:00 p.m. also work trips 1st, 2nd, 3rd, shifts (7 a.m., 3 p.m., 11 p.m.) also connecting to:

G Link
Weekday bus service along the Route 2 – 2A corridor between Greenfield and Gardner.

Concord Trailways
Phone: (617) 426-8080

Concord Trailways provides daily service to Boston (South Station) and Logan Airport from the following points:

- Londonderry (weekday commuter service only)
- Manchester (frequent service)
- Concord (frequent service)
- Laconia & Tilton Jct.
- Berlin - Conway - Meredith (and intermediate points)
- Littleton - Plymouth (and intermediate points)

Cuttyhunk Boat Lines
Phone: (508) 992-1432

Ferry Service: New Bedford to Cuttyhunk

Dartmouth Coach
Dartmouth Coach provides daily service to Boston (South Station) and Logan Airport from the following points:

- Hanover
- Lebanon (Etna Road)
- New London Park & Ride

Coach New England / Entertainment Tours

- Non-stop daily bus service from Boston South Station to New York City (Penn Station area).

EZRide
EZRide is a service of the Charles River Transportation Management Association (CRTMA), providing convenient shuttle service between North Station and Cambridge.

Falmouth-Edgartown Ferry
Phone: (508) 548-9400

Ferry Service: Falmouth to Martha's Vineyard (***seasonal***)

Franklin RTA (FRTA)
Franklin Regional Transit Authority
474 Main St.
Greenfield, MA 01301
Phone: (413) 774-2262

Type of Service: Public Transit – Rural

Service Area:

- Greenfield - Shelburne Falls - Charlemont (West)
- Greenfield - Bernardston - Northfield (North)
- Greenfield - Deerfield - Whatley - Hatfield - Northampton (Valley)
- Greenfield - Gil - Erving - Orange -Athol (Link)

Freedom Cruise Line
Phone: (508) 432-8999

Ferry Service: Harwichport to Nantucket (Late May through Mid-October)

Friends of the Senior Citizens of Westport
25 North 6th Street
Westport, MA 02740
Phone: (508) 636-8680

Type of Service: Public Transit - Rural

Fung Wah Bus
Fung Wah Transport Vans Inc
133 Canal Street
New York, NY 10002
Phone: (617) 338-8889, (212) 925-8889, (718) 438-3300

Low-cost Non-stop bus service Boston (Chinatown) - New York (Chinatown)

Greater Attleboro Taunton Regional Transit Authority
7 Mill Street
Attleboro, MA 02703
Phone: (508) 226-1102
Fax: (508) 226-4937
TTY: (508) 226-1102

Type of Service: Public Transit - Urban and Small Urban Systems

Service Area:
Paratransit - Mansfield, Middleboro, Plymouth, Rehobeth, Raynham; Fixed Route Service Area - Attleboro, N. Attleboro, Plainville, Norton, Taunton; Paratransit Service Area - Carver Dighton, Kingston, Berkley, Lakeville

Service is provided to:
Intercity Rail Stations: MBTA

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 6:30 PM
Sunday Hours of Service: 9:00 AM to 5:00 PM
Fixed route fare for persons with disabilities: $.35
All are accessible
Are all of the systems rail stations accessible? Yes

Paratransit Service
Weekday Hours of Service: 6:00 AM to 6:30 PM
Saturday Hours of Service: 9:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: $1.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? People with disabilities and elderly 60yrs.+
How far in advance can services be booked? No set time

How far in advance do you suggest that services be booked? 24 hour notice
The service is operated Curb to Curb

Greenfield - Montague Transportation Area
382 Deerfield Street
Greenfield, MA 01301
Phone: (413) 774-5195

Type of Service: Public Transit - Rural

Service Area:

- Greenfield Local service
- Greenfield - Amherst
- Greenfield - Montague
- Greenfield - Millers Falls & Montague Center
- Greenfield - Turners Falls

Greyhound Lines
Two South Station
700 Atlantic Ave.
Boston, MA 02116
Phone: (617) 526-1800 or (800) 231-2222

Intercity Bus Service: Nationwide

Note that Peter Pan Bus Lines and Greyhound Lines currently operate under a pooled service agreement that has the approval of the Surface Transportation Board. This agreement allows the two operators to coordinate their respective schedules and cross-honor their respective tickets.

Gulbankian Bus Lines
40 Mount Vickery road
Southboro, MA 01772
Phone: (508) 460-0225
Email: gulbus@aol.com

Commuter Bus between Hudson, Marlboro, Southboro, Framingham and Boston.

HANDI-CALL Transportation
P.O. Box 332
Swampscott, MA 01907
Phone: 781-592-2600
Fax: 781-592-6307
Email: narovs@aol.com

Type of Service: Paratransit Systems

Harbor Express
Phone: (617) 376-8417

Ferry Service: Hull-Quincy-Boston (Long Wharf)-Logan Airport

Hy-Line Cruises
Phone: (508) 778-2600 or (800) 492-8082

- Traditional Ferry Service (***Seasonal***):
  - Hyannis-Nantucket
  - Hyannis-Martha's Vineyard
  - Nantucket-Martha's Vineyard
- High speed ferry service (year-around)
- Hyannis-Nantucket

Interstate Coach
1139 Washington St.
Stoughton, MA 02072-3344
Phone: (781) 344-2231 or (800) 287-8632 (MA only)
Email: icoach0973@aol.com

Contact: Richard J. Unda
Service Area: Bridgewater, Easton, Middleboro, Stoughton, W. Bridgewater

Island Queen
Phone: (508) 548-4800

Ferry Service: Falmouth to Martha's Vineyard (**seasonal**)

JBL Bus Lines
346 Washington St.
Braintree, MA 02184
Phone: (781) 843-4505

Service Area: Abington, Braintree, Weymouth, Whitman

Local Bus service within Dedham.

Hull to Hingham schedule available at the MBTA Web Site under Private Bus Service.
Canton - Mattapan available at the MBTA Web Site under Private Bus Service.

Lift Public Transportation
Town of Framingham
150 Concord St
Framingham, MA 01702-8306
Phone: (508) 620-4823

Local Intra-Framingham Transit (LIFT) operates local buses on 6 routes:

- 2 - DOWNTOWN-NOBSCOT-SAXONVILLE-MALLS-CALLAHAN CENTER
- 3 - DOWNTOWN-MALLS-SAXONVILLE-NOBSCOT-BEAVER PARK
- 4 - MILFORD-HOPKINTON-SOUTHBOROUGH
- 5 - HOPKINTON- ASHLAND-FRAMINGHAM
- 6 - MILFORD-HOLLISTON-ASHLAND-FRAMINGHAM
- 7 - Framingham-Marlborough

Logan Express
Shuttle bus service to Logan Airport from:

- Braintree (near South Shore Plaza)
- Framingham (Near Shoppers World)
- Peabody (on Route 1)
- Woburn (Anderson MBTA Commuter Rail Station)

Logan Shuttle
Phone: (617) 428-2800

Massport provides complimentary shuttle bus service between airline terminals at the arrival levels, the Airport subway station on the MBTA Blue Line, the Water Transportation Terminal and Satellite Parking. The *Airport Accessible Van* serves passengers whose disability prevents usage of the shuttle bus.

Logan-South Station Shuttle Bus
Massport states that the following six regional companies operate scheduled service between Boston's multi-modal South Station Transportation Center and Logan International Airport:

- Bonanza Bus Lines
- C&J Trailways
- Concord Trailways
- Dartmouth Coach
- Plymouth & Brockton Street Railway
- Vermont Transit Lines

Lowell RTA (LRTA)
Clark Rd.
Tewksbury, MA 01876
Phone: (978) 452-6161

Local Bus Service: Acton, Billerica, Chelmsford, Dracut, Groton, Lowell, Pepperell, Tewksbury, Townsend, Tyngsboro, Westford
ADA Contact Person: Lisa

Service is provide to:
Intercity Rail Stations: Gallagher Terminal
Intercity Bus Stations: LRTA- fixed route

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 6:00 AM to 6:00 PM
Fixed route fare for persons with disabilities: $.35
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? Elderly and disabled
Special certifications **ARE** required for visitors with disabilities: Application
How far in advance can services be booked? Up to 1 week
The service is operated Curb to Curb

Lucky Star Bus
Call us Toll Free at (888) 881-0887
or local calls at (617) 426-8801 -or- (617) 426-8802

Low cost non-stop bus service:

- Boston (1 Harrison St) - New York (148 Lafayette St)
- Boston - Provincetown (proposed for July 2003)

Lynn East/West Loop Bus
Laidlaw Transit Incorporated
277 Newbury St
Peabody, MA 01960-1315
Phone: (978) 535-2963

M & L Transit Systems, Inc.
60 Olympia Ave.
Woburn, MA 02180

M & L Transit Systems, Inc. (MLTS) has been providing mid-size bus service throughout eastern Massachusetts and New England since 1983. MLTS has 20 buses equipped with Ricon lifts. For reservations call (781) 938-8646 or visit our website at www.mlts.com.

Martha's Vineyard RTA (VTA)
Martha's Vineyard Transit Authority
P.O. Box 5099
Edgartown, MA 02539
Phone: (508) 627-9663

Type of Service: Public Transit – Rural

Local Bus Service within: Chilmark, Edgartown, Gay Head, Oak Bluffs, Tisbury, Vineyard Haven, West Tisbury

Massachusetts Bay Transportation Authority
MBTA service includes 4 subway lines, 13 commuter rail lines, 4 boat routes, and 161 bus routes servicing approximately 1,038 square miles. Service is provided to the MBTA's 78 districts and another 52 communities in eastern Massachusetts with over 1.1 million rides each day.

Note that commuter rail service is provided on the following lines to Boston (North Station & South Station):

- Franklin
- Fitchburg
- Haverhill
- Kingston/Plymouth
- Lowell
- Middleborough/Lakeville
- Needham
- Attleboro/Providence
- Stoughton
- Newburyport/Rockport
- Worcester/Framingham Line
- Fairmount

"Night Owl" bus service will operates on ***Fridays and Saturdays until 2:30 a.m.*** Ten bus routes, known as "Rail Bus" routes, run parallel to subway lines and seven existing local bus routes will stop at convenient MBTA stations and other popular locations in and around the city.

MBTA "THE RIDE" Program
MBTA Office for Transportation Access
10 Park Plaza - Room 4730
Boston, MA 02116

THE RIDE is the MBTA's Paratransit program, which provides transportation to people who cannot use general public transportation because of a physical, cognitive or mental disability. *THE RIDE* was designed in compliance with the Americans with Disabilities Act (ADA).

Phone *THE RIDE* Administrative Office at (617)222-5123 or (800)533-6282 in-state toll free; TTY (617)222-5415 for more information. The office hours are weekdays from 8:00 a.m. to 5:00 p.m.

Maynard Commuter Van Service
The Town of Maynard operates the following shuttle bus services:

- Maynard Center - South Acton Commuter Rail Station

Merrimack Valley RTA (MVRTA)
Merrimack Regional Transit Authority
85 Railroad Ave
Haverhill, MA 01835
Phone: (508) 373-1184
Fax: (508) 373-1185

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Maria Silva

Service Area:
7 cities and towns; Northeast Mass

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 5:30 AM to 6:30 PM
Sunday Hours of Service: 9:00 AM to 6:00 PM
Fixed route fare for persons with disabilities: $.50
All are accessible

Paratransit Service

Weekday Hours of Service: 5:30 AM to 6:30 PM
Saturday Hours of Service: 9:00 AM to 6:00 PM
Paratransit fare for persons with disabilities: $2.00 one way
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Ambulatory Elderly and ADA Eligible
Special certifications **ARE** required for visitors with disabilities: Per ADA Eligibilty Guidelines
How far in advance can services be booked? 10 days
How far in advance do you suggest that services be booked? 10 days
The service is operated Door to Door and Curb to Curb

Frequent local service to: Amesbury, Andover, Boxford, Bradford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, N. Andover, Newbury, Newburyport, Rowley, Salisbury, W. Newbury.
Limited service is provided on weekdays from Lawrence-Haverhill-Amesbury to Salisbury & Hampton Beach during July & August.
Commuter Bus Service is provided from Andover, Lawrence & Methuen to Boston on Weekdays only.

Mission Hill Link Bus
P.O. Box 200868
Mission Hill, MA 02120
Phone: (617) 566-5509

Service Area: Mission Hill & Brigham Circle area in Boston

Montachusett Area Regional Transit
R 1427 Water Street
Fitchburg, MA 01420
Phone: (978) 345-7711
Fax: (978) 345-9867
TTY: (978) 345-7711

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Kathleen Kelley

Service Area:

Fixed Route Service Area: Bus service in three cities; Paratransit Service Area: Service in three cities and 12 towns

- Fitchburg-Leominster local service
- Gardner local service
- Mount Wachusett Community College from Gardner & Fitchburg-Leominster
- Gardner to Fitchburg Intermodal Center (Commuter train to Boston)
- Gardner to Athol & Orange - Link Service (with connections to Greenfield & Boston)
- Gardner to Winchendon - Link Service (with connects service to Boston)

Service is provided to:

Intercity Rail Stations: Proposed for Fall 1997 MBTA Station in Fitchburg
Intercity Bus Stations: Mart Inter modal Transportation Center in Fitchburg

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 5:15 AM to 6:55 PM
Sunday Hours of Service: 9:00 AM to 5:40 PM
Fixed route fare for persons with disabilities: $.35
66% are accessible

How can visitors determine where and when vehicles will be accessible? Noted on bus schedule

Paratransit Service

Weekday Hours of Service: 5:15 AM to 6:55 PM
Saturday Hours of Service: 9:00 AM to 5:40 PM
Paratransit fare for persons with disabilities: $1.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Disabled who meet functional and medical criteria
Special certifications **ARE** required for visitors with disabilities: Disabled must fill out ADA certification
How far in advance can services be booked? up to 5 pm the day before service is required
How far in advance do you suggest that services be booked? 24 to 48 hours (especially fpr afternoon trips
The service is operated Curb to Curb

Nantucket RTA (NRTA)
22 Federal St.
Nantucket, MA
Phone: (508) 325-9571, (508) 228-7025

Natick Neighborhood Bus
Community Development Office
13 E. Central Street
Natick, MA 01760
Phone: (508) 647-6446

Natick Common-Shoppers World Most Natick neighborhoods are served by either fixed-route or on-request service.

Neponset Valley TMA

- Neponset Valley Raillink #2 & #3 - Quincy Adams-Route 128-Norwood Central

Paul Revere Transportation
100 Eastern Ave.
Chelsea, MA
Phone: (617) 889-5899

Local bus service within Winthrop and to the MBTA Orient Heights Subway station.

Peabody Transit
City of Peabody
City Hall
Peabody, MA 01960
Phone: (978) 532-3000

A commuter shuttle within Peabody - (978) 532-3000. Stops at Northshore Mall, Peabody Square, Salem Train Station, Centennial Park, Corporate Place and Northway Industrial Park.. Runs from 5:40 a.m. to 8:30 a.m., and 3:30 p.m. to 6:25 p.m.

Peter Pan Bus Lines
Peter Pan Bus Lines, Inc.
1776 Main St.
Springfield, MA 01102
Phone: (800) 237-8747

Type of Service: Private Bus/Tour Companies with Accessible Vehicles.

Peter Pan Bus Lines serves most parts of Massachusetts, with runs to Albany, Providence, New York City, and Washington DC.

Note that Peter Pan Bus Lines and Greyhound Lines currently operate under a pooled service agreement that has the approval of the Surface Transportation Board. This agreement allows the two operators to coordinate their respective schedules and cross-honor their respective tickets.

Pioneer Valley Transit Authority (PVTA)
1776 Main St.
Springfield, MA 01103
Phone: (413) 732-6248 or (413) 781-PVTA

Service Area: Agawam, Amherst, Belchertown, Chicopee, Easthampton, E. Longmeadow, Granby, Hadley, Hampden, Holyoke, Leverett, Longmeadow, Ludlow, Northampton, Pelham, S. Hadley, Springfield, Sunderland, Ware, Westfield, W. Springfield, Wilbraham, Williamsburg. Note that **University of Massachusetts Transit Service** operates the 'Five College' bus routes for PVTA!

Note that PVTA Route 16 operates between downtown Springfield and Enfield CT on Weekdays and Saturdays. This route connects with CT Transit Route 5 (Local & Express) at Enfield on weekdays for service to Hartford (and intermediate points).

ADA Contact Person: Pamela Wells

Service is provide to:
Intercity Bus Stations: Springfield Bus Terminal

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 5:00 AM to 3:00 PM
Saturday Hours of Service: 6:00 AM to 3:00 PM
Sunday Hours of Service: 7:00 AM to 12:00 PM
Fixed route fare for persons with disabilities: $.35
Fixed route buses **WILL NOT** deviate for persons with disabilities.
92% of fixed route buses are accessible.
How can visitors determine where and when vehicles will be accessible? Information Center/Literature

Paratransit Service
Paratransit fare for persons with disabilities: $.50
Cash **IS** accepted by drivers.

Who is eligible to ride paratransit service? ADA Priority service & and general Dial-a-Ride
Special certifications **ARE** required for visitors with disabilities: Certification of ADA eligibility from another system
How far in advance can services be booked? Before 05 p.m. the day before trip(ADA)
How far in advance do you suggest that services be booked? No more than two weeks (ADA)
The service is operated Door to Door

Plymouth & Brockton Street Railway Co.
Phone: (508) 746-0378 or (617) 773-9401

Commuter Bus Service to Boston from: Cape Cod, South Shore, Southeastern MA

Southeastern RTA (SRTA)
25 North 6th St.
New Bedford, MA 02740
Phone: (508) 672-6071 Fall River; & (508) 999-5211 New Bedford

Service Area: Acushnet, Dartmouth, Fairhaven, Fall River, Freetown, Mattapoisett, New Bedford, Somerset, Swansea, Westport

Salem Trolley, Inc.
8 Central St.
Salem, MA
Phone: (978) 744-5469

Seasonal mid-day service to and between the tourist attractions of Salem.

Steamship Authority
Phone: (800) 352-7144 or (508) 771-4000

Ferry Service:
- Woods Hole - Martha's Vineyard
- New Bedford - Martha's Vineyard
- Hyannis - Nantucket

Sunshine Travel
Sunshine Travel
12a Tyler Street
Boston, MA 02111

Low cost non-stop bus service:

- Boston (Chinatown Area) - New York (Chinatown Area)
- Boston (Chinatown Area) - Monhegan Sun Casino (CT)

Swansea Council On Aging
458 Ocean Grove Ave.
Swansea, MA 02777
Phone: (508) 676-1831

Type of Service: Public Transit - Rural

Transportation Association of Northern Berkshire, Inc. (TANB)
6 West Main St.
North Adams, MA 01247
Phone: (413) 664-0300

TANB will arrange rides for individuals to employment and employment related services. The transportation program is designed to serve the residents in the communities of: Florida, Clarksburg, Savoy, Cheshire, North Adams, Adams and Williamstown.

Call one day in advance to request and arrange a ride.

Travel Pack
23B Tyler St., Boston, MA 02111
Phone: (617) 338-8222
Fax: (617) 338-8203

Low cost non-stop bus service:

- Boston (Chinatown Area) - New York (Chinatown Area)

Trombly Commuter Lines
Phone: (978) 937-3626

Service Area: Andover, Lawrence, Methuen

University of Massachusetts Transit Service
UMTS operates the 'Five College' bus routes for Pioneer Valley Transit Authority (PVTA) on a fare-free basis. Note that some routes are not operated and others have severe service reductions during college break and vacation periods!

UMASS Transit
Univ. Bus Garage
Amherst, MA 01003
Phone: (413) 545-0056
Fax: (413) 545-1930
TTY: (413) 545-0056
Email: aeb@admin.UMASS.edu

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Diana Noble

Service Area:
Amherst and surrounding communities

Service is provided to:
Intercity Bus Stations: Peter Pan

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 1:00 AM
Saturday Hours of Service: 11:00 AM to 1:00 PM
Sunday Hours of Service: 7:00 AM to 3:00 AM
Fixed route fare for persons with disabilities: We are a no fare system
70% are accessible
How can visitors determine where and when vehicles will be accessible? Schedules and by calling the bus information line

Paratransit Service

Weekday Hours of Service: 7:00 AM to 1:00 PM
Saturday Hours of Service: 7:00 AM to 1:00 AM
Sunday Hours of Service: 11:00 AM to 12:00 AM
Paratransit fare for persons with disabilities: No fare
Cash IS NOT accepted by drivers.
How far in advance can services be booked? 24 hours for non-permanent riders
How far in advance do you suggest that services be booked? 24 hours
The service is operated Door to Door

Vermont Transit

Vermont Transit serves the following Massachusetts points on its daily intercity bus service:

- Boston - Lowell - Nashua - Manchester - White River Jct. - Vermont - Montreal
- Boston - Lowell - Nashua - Peterborough - Keene - Brattleboro - Ludlow Rutland
- Boston - Fitchburg Jct - Gardner - Winchendon - Keene - Brattleboro - Ludlow Rutland
- Boston - Newburyport - Portsmouth - Portland - Maine
- Springfield - Northampton - Greenfield - Keene - Vermont

Worcester RTA (WRTA)
287 Grove St.
Worcester, MA 01605
Phone: (508) 791-2389 or (508) 791-WRTA

Service Area: Auburn, Barre, Berlin, Boylston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dudley, E. Brookfield, Grafton, Holden, Holland, Leicester, Marlboro, Millbury, N. Brookfield, New Braintree, Northboro, Oakham, Oxford, Princeton, Rutland, Shrewsbury, Southboro, Southbridge, Spencer, Sturbridge, Sutton, Wales, Warren, W. Boylston, W. Brookfield, Webster, Westboro, Worcester

ADA Contact Person: Nicole Rohan
Service Area:
City of Worcester, Auburn, Boylston, Clinton, Oxford, Leicester, Spencer, East Brookfield, Brookfield, Holden, Millbury, Shrewsbury, West Boylston

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 5:30 AM to 10:30 PM
Saturday Hours of Service: 7:00 AM to 10:30 PM
Sunday Hours of Service: 11:00 AM to 6:30 PM
Fixed route fare for persons with disabilities: $0.60 per trip
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service
Weekday Hours of Service: 5:30 AM to 10:30 PM
Saturday Hours of Service: 7:00 AM to 10:30 PM
Sunday Hours of Service: 11:00 AM to 6:30 PM
Paratransit fare for persons with disabilities: $2.00 each way
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? pre-registered ADA and elderly passengers

Special certifications **ARE** required for visitors with disabilities: Registration is required
How far in advance can services be booked? 14 days
How far in advance do you suggest that services be booked? 1 week
The service is operated Curb to Curb

A Yankee Bus Line
370 West First St.
South Boston, MA 02127
Phone: (800) 942-8890 or (617) 268-8890

Service Area: Commuter Bus - Acton & Concord to Boston

Public transit in New Hampshire

PUBLIC PROVIDERS

Advance Transit
Phone: (802) 295-1824
Serving the Upper Valley including Hanover and Lebanon

Nashua Citybus
Phone: (603) 880-0100
Serving the city of Nashua

City Express
Phone: (603) 352-8494
Serving the city of Keene

Cooperative Alliance for Seacoast Transportation (COAST)
Phone: (603) 743-5777
Serving the Seacoast area including Portsmouth, Dover, Somersworth, Rochester, Newington, Farmington, etc.

Community Transportation Services (CTS)
Phone (603) 542-0048 or (603) 863-0003
Serving Newport and Claremont

Concord Area Transit (CAT)
Phone: (603) 225-1989
Serving the Concord area

Greater Laconia Transit Agency (GLTA)
Phone: (800) 294-2496 or (603) 528-2496
Serving the Lakes Region including Laconia, Meredith, Franklin, Tilton, Belmont, Ashland, and Plymouth

Manchester Transit Authority (MTA)
Phone: (603) 623-8801
Serving Manchester and Bedford

North Country Transportation (NCT)
Phone: (888) 997-2020 or (603) 752-1741
Serving Berlin, Gorham and Coos County

Wildcat Transit
Phone: (603) 862-2328
Serving Durham, Dover, Newmarket and Portsmouth

PRIVATE PROVIDERS

C & J Trailways
Phone: (800) 258-7111 or (603) 430-1100
Serving Dover, Durham, Portsmouth to Boston

Concord Trailways
Phone: (800) 639-3317 or (603) 228-3300
Serving Berlin, Littleton, Conway, Meredith, Laconia, Tilton, Concord, Manchester, and Londonderry to Boston

Dartmouth Coach
Phone: (800) 637-0123 or (603) 448-2800
Serving Hanover, Lebanon, and New London to Boston

Peter Pan
Phone: (800) 343-9999
Serving Concord, Manchester, Nashua and Western Massachusetts

The Coach Company
Phone: (800) 874-3377 or (603) 382-6623
Serving Plaistow to Boston (express service and routes via Newburyport)

Vermont Transit Lines
Phone: (800) 451-3292 or (802) 864-6811
Call 889-2121 for pick-up at Nashua 5W Park & Ride
Serving Keene, Hanover, New London, Concord, Manchester, and Nashua to Boston

Advance Transit
91 Mechanic Street
Lebanon, NH 03766
Phone: (603) 448-2815

Type of Service: Public Transit – Rural

Advance Transit is a public commuter bus service covering six towns in the Upper Valley area including Hanover, Lebanon, West Lebanon, Enfield and Canaan, White River Junction, Norwich, Wilder and Hartford Village.

AMC Hiker Shuttle
The **Appalachian Mountain Club** operates the AMC Hiker Shuttle from Early June to Mid October and consists of two vans based at Pinkham Notch Visitor Center. By changing vans at one of the two transfer points (Fosters General Store or US Route 302 at Zealand Road), you can travel to either end of the shuttle route, regardless of which van you originally boarded. When planning your trip, we recommend taking the shuttle at the start and hiking back to your car. Advice on travel possibilities is always available from either the reservations desk, the drivers, or representatives at any AMC facility.

Amtrak

Amtrak's nationwide passenger rail service currently serves New Hampshire at the following points:

- **Downeaster** - Four daily trains between Boston (***North Station***) and Portland, ME
  (MBTA **Orange Line Subway** provides frequent connecting service between ***North Station*** & ***Back Bay Station***)
  - Haverhill, MA
  - Exeter, NH
  - Durham, NH (Weekends only)
  - Dover, NH
  - Wells, ME

- **Vermonter** - One daily train to St. Albans VT - Springfield MA - New York City - Washington DC
  - White River Jct., VT
  - Windsor, VT
  - Claremont Jct, NH
  - Bellows Falls, VT
  - Brattleboro, VT

The following intercity bus lines serving NH points terminate at ***South Station*** for easy transfer to most Amtrak trains:

- Concord Trailways
- C&J Trailways
- Dartmouth Coach
- Vermont Transit

MBTA Commuter Rail service is available from the following NH border points to ***North Station***
Note **Orange Line Subway** provides frequent connecting service between ***North Station*** & ***Back Bay Station***)

- Newburyport, MA (Ample Parking available)
- Haverhill, MA (Parking available at nearby Bradford Station)
- Lowell, MA (Parking Garage at station)
- Ayer, MA
- Fitchburg, MA

Belknap-Merrimack Community Action
P.O. Box 1016
Concord, NH 03301
Phone: (603) 225-3295

Type of Service: Public Transit - Rural

C&J Trailways
C&J Trailways provides frequent weekday and weekend bus service to Boston's South Station and Logan Airport from:

- Dover NH
- Durham, NH
- Portsmouth Transportation Center (southeast edge of Pease Tradeport)
- Newburyport Park & Ride

Coast
Unh Transportation Building
213 Main St.
Durham, NH 03824
Phone: (603) 862-1931

Type of Service: Public Transit - Rural

The Coach Company
The Coach Company operates a commuter bus service on weekdays to Boston (with intermediate stops on some routes) from

- Plastow Park & Ride
- Amesbury, MA
- Newburyport Park & Ride
- Haverhill, MA

Cooperative Alliance for Seacoast Transportation (COAST)
42 Sumner Dr.
Dover, NH
Phone: (603) 743-5777

- Route 1 - Dover-Somersworth-Berwick (Weekdays only)
- Route 2 - Portsmouth-Newington-Dover-Somersworth-Rochester (Weekdays & Saturdays)
- Route 6 - Farmington-Rochester (Weekdays only)
- Route 7 - Newington-Greenland-Stratham-Newmarket-Exeter (Weekdays only)
- Dover Community Routes (Weekdays - September thru June only)
- Portsmouth-Newington Service:
    - Downtown Loop Trolley (July & August only)
    - Lafayette Road Trolley (Weekdays & Saturdays)
    - Pease Tradeport Trolley (Weekdays & Saturdays)
- Seacoast -Seabrook-Hampton-North Hampton-Portsmouth-Newington (Fri only)

Note that the three bus routes that serve Durham (Route 3, 4 & 5) are operated by Wildcat Transit.

City Express (Keene)
HCS Community Care operates three fixed-route public bus routes serving the city of Keene on weekdays.

Community Transportation Services Inc.
P.O. Box 689
Claremont, NH 03743
Phone: (603) 863-0003
Fax: (603) 863-7071

Type of Service: Public Transit - Rural
ADA Contact Person: Tom Tonioli

Service Area:
Sullivan County, NH

Service is provided to:

Intercity Rail Stations: Amtrak-Claremount NH
Intercity Bus Stations: VT - Transit, White River JCT, VT

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 5:00 PM
Fixed route fare for persons with disabilities: $1.00-$2.00
All are accessible

Paratransit Service

Weekday Hours of Service: 9:00 AM to 2:30 PM
Paratransit fare for persons with disabilities: $2.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Seniors 50+ and disabled persons
How far in advance can services be booked? 2 wks
How far in advance do you suggest that services be booked? 1-7 days
The service is operated Door to Door

Concord Area Transit
One Tremont St.
Concord, NH
Phone: (603) 225-6880

Community Action Program Belknap-Merrimack County operates a public fixed-route bus service on three routes within Concord. They also operate a demand responsive weekly service to the following rural areas:

- Mon: County Home, Salisbury, Webster, Boscawen
- Tue.: Epsom, Pittsfield, Louden
- Wed.: Suncook Pond, Pembroke, Bow
- Thu.: Belmont, Louden
- Fri.: Canterbury

Concord Trailways
30 Stickney Ave.
Concord, NH
Phone: (603) 228-3300

Concord Trailways provides daily service to Boston (South Station) and Logan Airport from the following points:

- Londonderry (weekday commuter service only)
- Manchester - Concord (frequent service)
- Berlin - Conway - Meredith (and intermediate points)
- Littleton - Franconia - Plymouth - Tilton

Dartmouth Coach
Phone: (603) 448-2800

Dartmouth Coach provides daily service to Boston (South Station) and Logan Airport from the following points:

- Hanover
- Lebanon
- New London

Friendly Bus City Express
P.O. Box 564
Keene, NH 03431
Phone: (603) 352-8494
Fax: (603) 358-3904

Type of Service: Public Transit - Rural
ADA Contact Person: Anita Coll

Service Area:
Fixed Route Service Area: Keene, Walpole, Hinsdale, Winchester, Swauzey

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 9:00 AM to 4:00 PM

Fixed route fare for persons with disabilities: $1.00 ride or discounted book of tickets
All are accessible

Paratransit Service

Weekday Hours of Service: 8:30 AM to 3:45 PM
Paratransit fare for persons with disabilities: donation of $1.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? 60+ or handicapped over 18 yrs.
How far in advance can services be booked? 24 hour for all but medical can be at any time
How far in advance do you suggest that services be booked? 24 hour for all but medical can be at any time
The service is operated Door to Door

Freedom Express
31 Pleasant St
Berlin, NH 03570
Phone: (603) 752-3010
Fax: (603) 752-3331
Email: ULTRANORM@JUNC.COM

Type of Service: Public Transit - Rural
ADA Contact Person: Norman Charest

Service Area:
All of Coos County

Service is provided to:
Intercity Bus Stations: Concord Trailways

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 6:00 PM

Saturday Hours of Service: 9:00 AM to 10:00 PM
Sunday Hours of Service: 11:00 AM to 1:00 AM

Paratransit Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 11:00 AM to 6:00 PM
Paratransit fare for persons with disabilities: $2.00-$4.00
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Seniors and people with disabilities
How far in advance can services be booked? 1 month
How far in advance do you suggest that services be booked? 24-48 hours
The service is operated Door to Door

Greater Laconia Transit Agency
50 Airport Rd.
Gilford, NH
Phone: (603) 528-2496

GLTA provides a public fixed-route bus service within the Lakes Region:

- Laconia local service (Weekdays & Saturdays)
- Laconia-Belmont-Tilton-Franklin (Weekdays only)
- Laconia-Meredith-Ashland-Holderness-Plymouth (Weekdays only)
- 'Trolley' service from Weirs Beach to Meredith & Gilford (Seasonal)

Isles of Shoals Steamship Company
315 Market St.
Portsmouth, NH
Phone: (603) 431-5500

The Isles of Shoals Steamship Company operates a seasonal ferry service between Portsmouth NH and Star Island.

Lakes Region Community Services Council
P.O. Box 509
Laconia, NH 03247
Phone: (603) 524-8811

Type of Service: Public Transit – Rural

Manchester Transit Authority
The Manchester Transit Authority provides a public fixed-route bus service on thirteen routes within Manchester and Bedford.

Manchester, New Hampshire
Public Transit - Urban and Small Urban Systems

- **Manchester Transit Authority**
  110 Elm St.
  Manchester, NH 03101
  Phone: (603) 623-8801
  Fax: (603) 626-4512
  For Scheduling Trips: *same as above*
  ADA Contact Person: Laurie Horne
  Web site: www.mtabus.org

- ***Fixed Route Bus and/or Rail Service***
  Weekday Hours of Service: 6:00 AM to 6:30 PM
  Saturday Hours of Service: 7:00 AM to 6:30 PM
  Fixed route fare for persons with disabilities: $.45
  Fixed route buses **WILL NOT** deviate for persons with disabilities.
  All fixed route buses **ARE** accessible.

- ***Paratransit Service***
  Weekday Hours of Service: 6:00 AM to 6:00 PM

Saturday Hours of Service: 8:00 AM to 6:00 PM
Paratransit fare for persons with disabilities: $1.50 one way
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? Persons certified with permanent disabilities
Special certifications **ARE NOT** required for visitors with disabilities.
How far in advance can services be booked? Up to one week
How far in advance do you suggest that services be booked? Up to one week
The service is operated Curb to Curb

Massachusetts Bay Transportation Authority

The MBTA provides commuter rail service to Boston on a daily basis from the following stations near the New Hampshire state line:

- Newburyport, MA (Large Parking lot)
- Haverhill, MA (Parking at nearby Bradford Station)
- Lawrence, MA (Parking lot)
- Lowell, MA (Parking Garage)
- Ayer, MA
- Fitchburg, MA

Merrimack Valley RTA (MVRTA)

City bus service is provided on Weekdays and Saturdays to the Massachusetts border towns of Amesbury, Andover, Boxford, Bradford, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimac, Methuen, N. Andover, Newbury, Newburyport, Rowley, Salisbury, & W. Newbury on weekdays and Saturdays. Limited bus service is operated from Lawrence-Haverhill-Amesbury to Salisbury MA & Hampton Beach NH during July & August. A Commuter Bus operates from the Pelham St. Park & Ride in Methuen to Boston on Weekday Rush Hour only.

Nashua Transit System (CityBus)
219 Ledge St
Nashua, NH 03060
Phone: (603) 880-0100
Fax: (603) 883-7829
TTY: (603) 880-0100

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Lori Lorman (AGM)

Service Area:
Ciyt of Nashua(fixed route and paratransit complimentary); City of Nashua and towns of Hudson and Merrimack

Service is provided to:
Intercity Bus Stations: Nashua Intercity Bus Terminal at City Hall

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 6:40 PM
Sunday Hours of Service: 9:00 AM to 5:40 PM
Fixed route fare for persons with disabilities: $.50
0% are accessible

Paratransit Service
Weekday Hours of Service: 6:00 AM to 6:45 PM
Saturday Hours of Service: 8:45 AM to 5:45 PM
Paratransit fare for persons with disabilities: $2.00 one zone out $4- two zones out $6
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? Those with ADA eligibilty and seniors
Special certifications **ARE** required for visitors with disabilities: Some proof of eligibilty (ie. letter, ID card)

How far in advance can services be booked? 1 month
How far in advance do you suggest that services be booked? More than one day in advance
The service is operated Door to Door

North Country Transportation
31 Pleasant St.
Berlin, NH
Phone: (603) 752-1741

The Tri-County Community Action Program provides the following services:

- Berlin-Gorham Fixed Route Bus Service (Weekday & Saturday)
- Berlin-Gorham Area Demand-Responsive Service (Weekday & Saturday)
- Groveton-Dalton-Whitefield-Lancaster Demand-Responsive Service (Weekdays only)
- Pittsburg-West Stewartstown-Colebrook-North Stratford Demand-Responsive Service (Weekdays only)
- Littleton, NH to Dartmouth-Hitchcock Hospital in Lebanon/Hanover

Peter Pan Bus Lines
Peter Pan Bus Lines operates a daily bus service to Lowell, Fitchburg, Leominster and Worcester from the following New Hampshire points:

- Concord
- Manchester
- Nashua

Connecting Peter Pan and Greyhound busses are available at Worcester to most parts of Massachusetts, as well as Albany, Providence, New York City, and Washington DC. Their Official Web site notes the effective date of their current timetable booklet, lists all of their bus stations and ticket agencies and provides a quick lookup scheme for fares and schedules to a limited number of points on their extensive regional system.

Note that Peter Pan Bus Lines and Greyhound Lines currently operate under a pooled service agreement that has the approval of the Surface Transportation Board. This agreement allows the two operators to coordinate their respective schedules and cross-honor their respective tickets.

RCT Shuttle

- St. Johnsbury VT - Littleton, NH (weekdays only)

Seacoast Trolley Company

Seacoast operates a fake 'trolley' on a ***seasonal*** basis providing both narrated tours and local rides to and between the recreational and tourist attractions of Portsmouth, New Castle, and Rye.

Vermont Transit

Vermont Transit serves the following New Hampshire points on its daily intercity bus service:

- Montreal - Burlington - Hanover - New London - Manchester - Manchester Airport - Nashua - Boston
- Hanover - Keene - Connecticut River Valley stops - Springfield MA - connections to New York City
- Rutland - Brattleboro - Keene - Fitzwilliam - Boston
- Rutland - Brattleboro - Keene - Peterborough - Nashua - Boston
- Newport & St Johnsbury VT - Littleton - Lisbon - Woodsville - Fairlee & White River Jct. VT
- Bangor - Augusta - Portland - Portsmouth - Boston

Waterville Valley Shuttle Bus

Public transportation service is provided within the town limits of Waterville Valley and also to the nearby ski resort on a demand-responsive basis. It is operated as a cooperative effort by the Town Government, the Ski Resort, and the Condominiums to sharply reduce traffic congestion and parking requirements within the town and at the ski resort. Riders must call the Black Bear Lodge (236-4501) to arrange for pickup and dropoff. Other information about the bus service can be obtained from Harry Stearns at the Ski Resort (236-8311 x3912).

Wildcat Transit

The three bus routes that serve the University of New Hampshire campus at Durham are operated by the Parking Office of the University of New Hampshire at Durham. These routes operate to Dover, Portsmouth, and Newmarket. The agency also operates an on-campus shuttle system for students, faculty and visitors.

New Hampshire Rideshare

The New Hampshire Department of Transportation is working with the New Hampshire Regional Planning Commissions and employers to encourage ridesharing and implement a statewide ridesharing system. That system now includes 25 Park and Ride lots maintained for commuters by the Department of Transportation, with future locations coming soon!

NH Rideshare is a FREE commuter matching service provided by the NH Department of Transportation and dedicated to finding an alternative way for commuters to travel to and from work. Driving alone is not only expensive, but it also contributes to increased traffic congestion and air pollution. To help commuters cut costs and to reduce traffic congestion and air pollution, NH Rideshare uses Geographical Computer Matching to provide commuters with information and assistance about ridesharing and alternatives to the single occupancy vehicle including carpools, vanpools, buses, and trains. To save time, money, and the environment simply register with the NH Rideshare Program.

Share the Ride... Share the savings. Get with the program, the NH Rideshare Program! 1-800-462-8707

Public transit in Rhode Island

Adventure East
Adventure East operates a ***seasonal*** bus service on ***selected days*** for passengers traveling between New York City and Block Island (via ferries at Port Judith RI, New London CT, or Montauk NY). Some trips also serve Westerly RI Airport and Newport Convention Center.

Amtrak
Amtrak's nationwide passenger rail service currently serves Rhode Island at the following points:

- **Northeast Corridor** - Frequent Service to Boston, New Haven, New York City & Washington DC
  - Providence • Kingston • Westerly
- **Twilight Shoreliner** - Overnight service to Washington DC, Richmond & Newport News VA
  - Providence • Kingston • Westerly
- **Lake Shore Limited** - Daily to Albany and overnight to Chicago
  - Boston (Connecting Amtrak & MBTA Commuter Rail to Back Bay or South Station)

Greater Attleboro Taunton RTA (GATRA)
Massachusetts Service Area: Attleboro, Carver, Dighton, Kingston, Lakeville, Mansfield, Middleboro, N. Attleboro, Norton, Plainville, Plymouth, Raynham, Rehoboth, S. Attleboro, Seekonk, Taunton, Wareham.

- **Route #19** operates between Taunton and the RIPTA terminal in downtown Providence on Weekdays and Saturdays.
- **Route #12** (Attleboro-South Attleboro) stops at Emerald Square Mall on Weekdays & Saturdays. This stop is close to the **RIPTA Route #77** (Broadway-Benefit) stop at Broadway & Benefit which in turn connects to **Route 99** (Providence-Pawtucket) between **Pawtucket** and **Kennedy Plaza in Providence.**

Block Island Ferry
Phone: (401) 849-7712

Ferry service to Block Island (RI) from New London CT & Port Judith RI.

Bonanza Bus Lines
Bonanza Bus Lines operates from New York City through the Berkshires to Bennington VT, with connecting busses to Springfield MA, Providence, and Cape Cod. Their Official Site contains selected timetables and a complete list of bus stops and ticket agencies. ***Note New Service Effective 9/16/01 - Newport, RI - URI & Richmond, RI to New York City.***

Greyhound Lines
Phone: (800) 231-2222

Service Area: National

Massachusetts Bay Transportation Authority (MBTA)
The MBTA offers commuter rail service from Providence to Boston (and intermediate points) on its Attleboro Line ***on weekdays only***. Note however that ***additional weekday trains and weekend service*** is available at the South Attleboro and Attleboro Stations a short distance over the MA line.
Note that **GATRA Route #12** (Attleboro-South Attleboro) stops at **Attleboro** & **South Attleboro** train stations and then continues to Emerald Square Mall on Weekdays & Saturdays. This stop is close to the **RIPTA Route #77** (Broadway-Benefit) stop at Broadway & Benefit which in turn connects to **Route 99** (Providence-Pawtucket) between **Pawtucket** and **Kennedy Plaza in Providence.**

Rhode Island Public Transit Authority (RIPTA)
RIPTA is a State agency that operates all of the local transit and express bus lines in the State of Rhode Island. RIPTA also operates the Providence-Newport Ferry on a ***seasonal basis*** with a connecting Trolley service to downtown Providence.

- **Expanding Access**

  Services for Customers with Special Needs
  To help meet the mobility needs of individuals with disabilities, all RIPTA vehicles are equipped with wheelchair lifts. In addition, RIPTA buses and trolleys are equipped with a "kneeling" feature that lowers the front entrance of the vehicle to within inches from the ground for easy access by customers who have mobility impairments or difficulty using the front steps.

To assist passengers with visual impairments, RIPTA bus operators make ADA stop announcements in compliance with the Americans with Disabilities Act (ADA).

On RIPTA vehicles, there is priority seating for passengers with disabilities and seniors located directly behind the driver. Other passengers must make these seats available upon request.

Personal Care attendants for individuals with disabilities may ride RIPTA buses and trolleys free when accompanying a person who is carrying a RIPTA Disabled ID Pass that designates that a Personal Care Attendant is required.

Customers with disabilities are permitted to bring their service animals onto RIPTA vehicles and into RIPTA transit facilities. Please be sure any service animal is securely leashed for the safety of all customers.

For customers with certified physical, cognitive or visual disabilities who are functionally unable to independently use our buses, RIPTA provides ADA Paratransit Service. This service is limited to locations within ¾ mile of RIPTA's fixed-route service. If you believe you have a disability that prevents you from using RIPTA's buses, please request an application for RIPTA ADA Paratransit Service Certification from our **ADA Coordinator (784-9500, ext. 153)**.

RIPTA also coordinates and manages the statewide RIde Paratransit Program. RIde is a partnership of the RI Department of Elderly Affairs, the RI Department of Mental Health, Retardation and Hospitals, the RI Department of Human Services and RIPTA.

- **Americans With Disabilities Act Transit Program**

RIde Paratransit Program
Public transportation should be available to everyone. To serve individuals with disabilities who are unable to use regular bus service, RIPTA provides ADA Paratransit Services through the RIde Program, which RIPTA coordinates and manages statewide.

If you have a disability that prevents you from using RIPTA's regular bus service, you may be eligible for our ADA Paratransit Services.

Who Is Eligible?

- Anyone whose disability prevents the use of a regular wheelchair-lift equipped bus.
- Anyone whose disability or specific impairment prevents travel to or from bus stops.
- Anyone with a disability who requires the assistance of a lift equipped bus when an accessible bus is not reasonably available.

How Do I Apply?

- For more information on this program or to obtain an eligibility application, contact the RIPTA ADA Coordinator at (401) 784-9553, TDD RI Relay at 1-800-745-5555 or 711.
- Applicants will be notified of their eligibility within 21 days of submitting the completed application.

What is the Next Step in The Eligibility Process?

- If determined eligible for RIPTA Paratransit Services, you will be notified and issued a special identification card, which should be carried with you at all times when utilizing RIPTA transportation services. Your paratransit identification card will indicate the level of service for which you are qualified.

What If I Am Not Eligible?

- You may appeal the decision and/or take advantage of other reduced fare programs on RIPTA's fixed route system.

Where Are The Service Areas?

- Service is available along existing transit corridors to eligible individuals throughout Rhode Island.

How Do I Arrange For A RIde?

- First, you must be registered for the RIde program. If you are a senior citizen, fill out an application and submit it to our office. You may also call us and register by telephone. If you are an ADA customer, you must register through RIPTA.
- To schedule a ride, call the RIde Program as soon as possible - space is limited! Be prepared to relay necessary information to the reservationist, such as your name and the exact address of your destination.

- DEA general medical trips are on a first call, first serve basis. Please make your reservations as early as possible.

For RIde Information call:
461-9760 or 1-800-479-6902

Public transit in Vermont

PUBLIC TRANSIT PROVIDERS

Advance Transit
Phone: (802) 295-1824
Webpage: http://www.advancetransit.com/
Serving the Upper Valley including Hanover and Lebanon

Addison County Transit Resources
Phone: (802) 295-1946
Webpage: http://www.vpta.net/ACTR.html
Serving the Middlebury area

Town of Brattleboro
Phone: (802) 295-1946
Webpage: http://www.vpta.net/Brattleboro.html
Serving the Brattleboro area

Chittenden County Transportation Authority
Phone: (802) 864-0211
Webpage: http://www.cctaride.org/
Serving Chittenden County

Deerfield Valley Transit Association
Phone: (802) 864-0211
Webpage: http://www.moover.com/
Serving Wardsboro, Wilmington, Whitingham, Halifax, Dover, and Readsboro

Green Mountain Chapter/ American Red Cross
Phone: (802) 864-0211
Webpage: http://www.vpta.net/GMCARC.html
Serving Bennington County

Marble Valley Regional Transit District
Phone: (802) 864-0211
Webpage: http://www.thebus.com/
Serving Rutland County and Manchester (Bennington County)

Northwest Vermont Public Transit Network
Phone: (802) 864-0211
Webpage: http://www.vpta.net/network.html
Serving Franklin and Grand Isle Counties

Rural Community Transit
Phone: (802) 864-0211
Webpage: http://www.vpta.net/RCT.html
Serving the Northeast Kingdom

Stowe Trolley System
Phone: (802) 864-0211
Webpage: http://www.vpta.net/stowetrolley.html
Serving the town of Stowe

Special Services Transportation Agency
Phone: (802) 864-0211
Webpage: http://www.vpta.net/SSTA.html
Serving Chittenden County

Stagecoach Transportation Services, Inc.
Phone: (802) 864-0211
Webpage: http://www.vpta.net/stage.html
Serving 26 towns in Northern Windsor and Orange Counties

Town and Village Bus
Phone: (802) 864-0211
Webpage: http://www.vpta.net/SEVCA.html
Serving the Windham and Southern Windsor Counties

COMMERCIAL BUS SERVICES

Vermont Transit Lines
Phone: (800) 451-3292 or (802) 864-6811
Webpage: http://www.vermonttransit.com/
Providing service to Boston, Albany, New York and Montreal.

Greyhound Lines, Inc.
Phone: (800) 451-3292 or (802) 864-6811
Webpage: http://www.greyhound.com/
Service to forty nine communities throughout Vermont.

RAIL SERVICE

Ethan Allen Express
Phone: (800) 872-7245
Webpage: http://www.amtrak.com/trains/ethanallenexpress.html

New York, NY - Rutland, VT
Motorcoach connections to Killington and Okemo in the Green Mountains. Ethan Allen Express is financed and operated in partnership with Amtrak and the State of Vermont.

Vermonter
Phone: (800) 872-7245
Webpage: http://www.amtrak.com/trains/vermonter.html

Washington, DC - New York, NY - St. Albans, VT
This train is part of the Amtrak and the National Park Service Trails and Rails onboard partnership highlighting natural and cultural attractions.

Amtrak®
Phone: (800)-872-7245
Webpage: http://www.amtrak.com/

Intercity rail service to New York and Washington, DC from points in the Connecticut Valley, with stops in Claremont, NH as well as White River Jct., Bellows Falls, and Brattleboro, VT.

FERRY SERVICES

Lake Champlain Ferries
Webpage: http://www.ferries.com/

LCT offers three convenient crossings, the Inter-State Connection from Grand Isle, VT to Plattsburgh, NY; the Scenic Line from Burlington, VT to Port Kent, NY; and the Southern Crossing from Charlotte, VT to Essex, NY.
The Lake Champlain Ferries are easily accessible from all major highways via automobiles, motor coach, Amtrak train & airlines.

Addison County Transit Resources
P.O. Box 532
Middlebury, VT 05753
Phone: (802) 388-1946
Fax: (802) 388-1888
TTY: vermont relay - 711
Email: info@actr-vt.org
Webpage: www.actr-vt.org

Type of Service: Public Transit - Rural
ADA Contact Person: Jim Moulton

Service Area:
Addison County, VT

Service is provided to:
Intercity Bus Stations: Vermont Transit - Greyhound

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 8:30 PM
Sunday Hours of Service: 9:00 AM to 5:00 PM

Fixed route fare for persons with disabilities: No fee at this time
Yes, fixed-route buses WILL deviate for persons with disabilities.
All are accessible
Are all of the systems rail stations accessible? n/a
How can visitors determine where and when vehicles will be accessible? Route schedules and maps are posted at all bus stop locations plus office is open 7:00am - 5:00pm weekdays.

Paratransit Service

Weekday Hours of Service: 6:00 AM to 8:30 PM
Saturday Hours of Service: 9:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: no fare at this time
Who is eligible to ride paratransit service? Any person.
How far in advance can services be booked? No limit.
How far in advance do you suggest that services be booked? 48-72 hours
The service is operated Curb to Curb

Advance Transit
Phone: (802) 295-1824

Advance Transit is a public commuter bus service covering six towns in the Upper Valley area including Hanover, Lebanon, West Lebanon, Enfield and Canaan, NH, as well as White River Junction, Norwich, Wilder, Hartford Village, and Hartland, VT.

Amtrak
Amtrak's nationwide passenger rail service currently serves Vermont at the following points:

- **Vermonter** - One daily train to Springfield MA - New York City - Washington DC
  - St Albans (Connecting bus to Montreal)
  - Essex Junction (city bus service to Burlington)
  - Waterbury
  - Montpelier Junction (city bus to Montpelier Berlin
  - White River Jct. (city bus to Norwich VT, Hanover, Lebanon, & Canaan NH)
  - Windsor, VT
  - Claremont Jct. NH

& Barre)
    - Randolph
    - Bellows Falls
    - Brattleboro
- **Ethan Allen** - Daily train to Albany and New York City
    - Rutland (Connecting ski season bus to Pico-Killington Area and Okemo Mountain)
    - Fair Haven
- **Adirondack** - Daily train between New York City, Albany, and Montreal
    - Rouses Point NY
    - Plattsburgh NY
    - Port Kent NY (seasonal connecting ferry to downtown Burlington)
    - Westport, NY
    - Port Henry, NY
    - Ticonderoga, NY
    - Whitehall, NY
- **Northeast Corridor** - New York City & Washington DC
    - Springfield, MA (Change trains at New Haven on most trips)
- **Lake Shore Limited** - One daily train to Boston, Albany & Chicago
    - Springfield, MA
    - Pittsfield, MA
    - Albany, NY

Bonanza Bus Lines, Inc.

Bonanza Bus Lines serves Bennington with a bus running through the Berkshires to New York City, with a connecting bus to Springfield MA, Providence, and Cape Cod.

Brattleboro Bee Line (Town Bus)

The Town & Village Bus operates a city bus service within the town of Brattleboro on a daily basis.

Brattleboro, Vermont

Public Transit - Rural Systems

- **Complementary ADA Paratransit Plan**
  Town of Brattleboro, 230 Main St.
  Brattleboro, VT 05301

Phone: (802) 254-4541
Fax: (802) 257-2322
For Scheduling Trips: (802)257-7570
ADA Contact Person: Paula Sagerman

Service Area:
3/4 mile within fixed route service

Service is provide to:
Intercity Rail Stations: Amtrak
Intercity Bus Stations: VT Transit and bellows Falls/Brattleboro express

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:30 AM to 4:00 PM
Fixed route fare for persons with disabilities: $.75 adults, $.25 children
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service
Weekday Hours of Service: 8:00 AM to 4:00 PM
Paratransit fare for persons with disabilities: no cost
Cash **IS NOT** accepted by drivers.
Who is eligible to ride paratransit service? Certified riders
Special certifications **ARE** required for visitors with disabilities: Can use local service for 21 days, if already certified elsewhere
How far in advance can services be booked? One day
How far in advance do you suggest that services be booked? One day- one week
The service is operated Door to Door

Burlington Bikeways
Phone: (802) 652-2453

Local Motion operates a ferry for pedestrians and bicyclists only on a ***seasonal basis*** across the Winooski River between the north end of the Burlington Waterfront Bikeway and the south end of the bike path in Colchester's Delta Park. Note that this ferry will operate ***daily during the summer***, and ***weekends only during the late spring and early fall***. This 'bike ferry' is the first of a series that will link otherwise isolated segments of the planned Island Line Rail Trail.

Campus Area Transportation System (CATS)
The University of Vermont - Transportation and Parking Services - operates a fare-free shuttle bus within the UVM campus in Burlington.

Central Vermont Transportation Association
R.R. 2, Box 5650
Montpelier, VT 05602
Phone: (802) 223-2882

Type of Service: Public Transit - Rural

Chittenden County Transportation Authority
CCTA operates a fixed-route bus system serving Burlington, South Burlington, Winooski, Colchester, Essex, and Shelburne, VT.

Connecticut River Transit
P.O. Box 68
300 Clinton St.
Springfield, VT 05156
Phone: (802) 885-5165
Fax: (802) 885-5167
Email: crtransit@vermontel.net

Type of Service: Public Transit - Rural
ADA Contact Person: Michelle Ovitt

Service Area:

Southern VT counties of Winsdor and Windham

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Fixed route fare for persons with disabilities: Free service.
Yes, fixed-route buses WILL deviate for persons with disabilities.
Are all of the systems rail stations accessible? n/a
How can visitors determine where and when vehicles will be accessible? Schedules are posted in various places and information is also available by phone.

Paratransit Service

Paratransit fare for persons with disabilities: None
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? Persons with ADA-defined disabilities.
How far in advance can services be booked? Up to a week.
How far in advance do you suggest that services be booked? 24 hours.
The service is operated Door to Door and Curb to Curb

Burlington, Vermont
Public Transit - Urban and Small Urban Systems

- **CCTA**
  P.O. Box 609
  Burlington, VT 05402
  Phone: (802) 864-2282
  Fax: (802) 864-5564

For Scheduling Trips: (802) 655-7880
Email: jberry@cctaride.org jberry@cctaride.org
Website:www.cctaride.org

Service Area:
Burlington, s. Burlington , Essex, Shelburne, Winooski

Service is provide to:
Commercial Passenger Airport: Burlington International Airport, VT
Intercity Rail Stations: Essex Junction, VT (Amtrak)
Intercity Bus Stations: Burlington, VT (Vermont transit)

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 5:45 AM to 10:15 PM
Saturday Hours of Service: 6:15 AM to 8:00 PM
Sunday Hours of Service: 8:30 AM to 5:00 PM
Fixed route fare for persons with disabilities: $.50 with CCTA eligibility card
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service
Weekday Hours of Service: 6:45 AM to 10:15 PM
Saturday Hours of Service: 6:15 AM to 8:00 PM
Sunday Hours of Service: 8:30 AM to 5:00 PM
Paratransit fare for persons with disabilities: $2.00
Cash **IS** accepted by drivers.
Who is eligible to ride paratransit service? Qualified by contracted Social Services agency and a companion
Special certifications **ARE NOT** required for visitors with disabilities.
How far in advance can services be booked? 6 months
How far in advance do you suggest that services be booked? 3 weeks

The service is operated Door to Door
Updated: 8/17/01

Vermont Rideshare

DID YOU KNOW:

- Motor vehicles travel over six billion miles a year in Vermont.
- 75% of toxic air pollution comes from auto exhaust.
- Motor vehicles add 2.2 million tons of carbon dioxide, the main contributor to global warming, to the atmosphere each year.

BUT...

- For every passenger you carry on a 20 mile trip, you can save a gallon of gas.
- Each gallon you save, prevents one pound of toxic and carcinogenic pollutants and 20 pounds of carbon dioxide, a greenhouse gas, from entering the atmosphere.

It helps our environment.

Instead of tackling traffic and the Vermont weather five days a week, you can sit back, relax and let a fellow commuter share the driving. And the more people you have in your carpool, the more often you get to take in the view, catch 40 winks, or enjoy a conversation with your new carpool friends. It's just what the doctor ordered...

It's a stress reducer.

You can save at least 50% a year in car repair and maintenance costs, gas and parking expenses, all of which continue to skyrocket. If you're driving alone, commuting just 25 miles each way can cost you as much as $4,000 per year. Carpool with just one other person and you'll cut that cost in half. Add one more person and your cost will be even lower.

COST PER PERSON PER YEAR

	Alone	2 Person Carpool	Vanpool
30 miles	$3,648	$1,824	$842
50 miles	$4,085	$2,042	$909
100 miles	$6,464	$3,232	$1,101

It saves you money.

THE OPTIONS:

- **Carpooling**
  Take turns driving with one or more Vermonters who live near you and work close to your workplace. You can choose to carpool every day or just a few times a week and never have to worry about being stranded at work. Our Guaranteed Ride Home program ensures that you will always get the ride you need in an emergency. Many organizations offers car-poolers incentives such as free or reduced parking or other transit subsidies. Ask your Human Resources Coordinator if your company offers any of these special benefits.

- **Vanpooling**
  Vanpooling is another easy and economical way to commute. Cut your costs in half as you ride in comfort and save wear and tear on your car and yourself. We'll help you find a vanpool that's right for your schedule. Do you want to completely eliminate the cost of your commute? Vanpool coordinators ride to work free of charge and have the use of the van on evenings and weekends. Call (802) 864-CCTA for information on buying or leasing a van. Vermont Rideshare will work closely with you to get your van on the road and keep it running.

  Carpooling and vanpooling are great ways to reduce the stress of daily commuting and do the environment a favor at the same time. But what happens when you suddenly have to work late... when the school calls and asks you to pick up a sick child... when you must get home for people or pets who depend on you?

If you belong to the Vermont Rideshare Program, all you have to do is call a taxi for a

- **Guaranteed Ride Home**
  If you carpool or vanpool two or more days a week, Guaranteed Ride Home is your assurance that you'll never be left without a ride in an emergency or an unforeseeable circumstance.* The program pays up to $50 of the taxi fare for your ride. This covers a trip of approximately 40 miles for a ride home or to your place of emergency, and one emergency stop in between (such as picking up a child at daycare.) You are responsible for fare amounts over $50. You can use Guaranteed Ride Home two times per month and up to eight times per year. Valid emergencies include:
  • A personal or family emergency of the passenger or driver
  • Unexpected overtime required of the driver or the passenger•Carpool or vanpool vehicle breakdown during your commute

  Guaranteed Ride Home takes the worry out of car/vanpooling by giving you the security of knowing you'll always have a ride home.

  *Circumstances not covered by the Guaranteed Ride Home program include: personal errands, scheduled overtime and pre-arranged appointments.

Deerfield Valley Transit Association (MOOver)
P.O. Box 429
West Dover, VT 05356
Phone: (802) 464-8487
Fax: (802) 464-0164
Email: dvtamovr@sover.net
Webpage: http://www.moover.com

Type of Service: Public Transit - Rural
ADA Contact Person: Jan Terk

Service Area:
Towns of Wardsboro, Dover, Wilmington, Whitingham, Halifax, and Readsboro

Fixed Route Bus and/or Rail Service

Saturday Hours of Service: 7:00am to 5:00pm
Sunday Hours of Service: 7:00am to 11:00pm
Special Service Days: Monday - Thursday 7:00am - 5:00 pm, Friday 7:00am - 11:00pm
Fixed route fare for persons with disabilities: None
Yes, fixed-route buses WILL deviate for persons with disabilities.
All but one bus is accessible.
Are all of the systems rail stations accessible? n/a
How can visitors determine where and when vehicles will be accessible? Published schedule or call office.

Paratransit Service

Weekday Hours of Service: 8:00am to 5:00pm
Paratransit fare for persons with disabilities: n/a
Who is eligible to ride paratransit service? Persons with ADA-defined disabilities.
How far in advance can services be booked? No limit.
How far in advance do you suggest that services be booked? 24 hours or more.
The service is operated Door to Door

Green Mountain Express
6088 VT Route 12
Berlin, VT 05602
Phone: (802) 223-7187
Fax: (802) 223-6236
TTY: vermont relay - 711
Email: info@gmtaride.org
Webpage: http://www.gmtaride.org

Type of Service: Public Transit - Urban and Small Urban Systems
ADA Contact Person: Donna Gallagher

Service Area:

Fixed routes in Montpelier, Barre, Berlin, Waterbury, Northfield (most of Washington county). Paratransit service is served by deviating routes. Commuter service to Burlington (Chittenden county).

Service is provided to:

Commercial Passenger Airport: Burlington International
Intercity Rail Stations: Montpelier, Essex, Jct Amtrak
Intercity Bus Stations: GMTA-CCTA-VT Transit Montpelier, Burlington

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 5:30 AM to 7:30 PM
Sunday Hours of Service: 7:30 AM to 6:30 PM
Fixed route fare for persons with disabilities: $.50
Yes, fixed-route buses WILL deviate for persons with disabilities.
Are all of the systems rail stations accessible? n/a
How can visitors determine where and when vehicles will be accessible? Schedules are distributed within communities served by this transit agency.

Paratransit Service

Weekday Hours of Service: 7:30 AM to 6:30 PM
Saturday Hours of Service: 7:30 AM to 6:30 PM
Paratransit fare for persons with disabilities: $.50
Cash IS accepted by drivers, but EXACT CHANGE only.
Who is eligible to ride paratransit service? Open to general public
How far in advance can services be booked? One month.
How far in advance do you suggest that services be booked? 2-7 days
The service is operated Door to Door

Green Mountain Railroad
Phone: (802) 875-2154

The Green Mountain Railroad (Vermont Railroad System) operates trains on ***seasonal*** tourist schedules on the following routes:

- Bellows Falls-Chester
- Manchester-North Bennington
- Burlington-Shelburne-Charlotte-Vergennes-Middlebury

Island Runner Ferry
Seasonal ferry operated by Vermont State Parks (Formerly Burton Island Ferry) for campers, pedestrians and bicyclists between:

- Kill Kare State Park (St Albans Bay)
- Burton Island State Park
- Knight Island State Park
- Grand Isle

Lake Champlain Transportation Co.
One King Street Dock
Burlington, VT
Phone: (802) 660-3495

Lake Champlain Transportation Co. operates the following auto ferries:

- Grand Isle, VT to Plattsburgh, NY
- Burlington, VT to Port Kent, NY
- Charlotte, VT to Essex, NY

Ludlow Municipal Transportation System
Phone: (802) 228-2841

Operated by *The Town & Village of Ludlow, VT* - The FREE Adobe® Acrobat® Reader is required for this timetable.
THIS SERVICE BEGAN AUG 28, 2002 - OPERATES WEEKDAYS ONLY - PRESUMABLY FARE-FREE!

Marble Valley Regional Transit District (The Bus)
158 Spruce St
Rutland, VT 05701
Phone: (802) 773-3244
Fax: (802) 374-3501
Email: Ladx@vermontel.com
Webpage: http://www.thebus.com

Type of Service: Public Transit - Rural
ADA Contact Person: Bob Kelly

Service Area:
Fixed Route-Rutland City, Rutland Town Proctor, Castletown, Sherburne,; Paratransit- Rutland County

Service is provided to:
Commercial Passenger Airport: Rutland State Airport
Intercity Rail Stations: Rutland City (Amtrak)
Intercity Bus Stations: Rutland (VT Transit)

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:00 AM to 6:00 PM
Sunday Hours of Service: 8:00 AM to 5:00 PM
Fixed route fare for persons with disabilities: FREE
All are accessible
How can visitors determine where and when vehicles will be accessible? Information regarding accessibility of services may be obtained

Paratransit Service
Weekday Hours of Service: 6:00 AM to 6:00 PM

Saturday Hours of Service: 8:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: Fare free system
Cash IS NOT accepted by drivers.
Who is eligible to ride paratransit service? General Public
How far in advance can services be booked? up to 6 months
How far in advance do you suggest that services be booked? Two weeks
The service is operated Curb to Curb

Rural Community Transportation Inc.
492 Bay Street
St. Johnsbury, VT 05819
Phone: (802) 748-8170
Fax: (802) 748-5275
Email: rct@kingcon.com

Type of Service: Public Transit - Rural
ADA Contact Person: Tina Deas

Service Area:
4 very rural counties- Essex, Orleans, Caldonia and Lamoille

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 7:00 AM to 5:00 PM
Special Service Days: Weekend service upon request.
Fixed route fare for persons with disabilities: $2.00
Yes, fixed-route buses WILL deviate for persons with disabilities.
All are accessible
Are all of the systems rail stations accessible? n/a
How can visitors determine where and when vehicles will be accessible? Welcome center has information.

Paratransit Service

Weekday Hours of Service: 7:30 AM to 5:00 PM
Paratransit fare for persons with disabilities: depends on service
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? General Public
How far in advance can services be booked? 2 days
How far in advance do you suggest that services be booked? 2 days
The service is operated Door to Door and Curb to Curb

Rutland, Vermont
Public Transit - Rural Systems

- **Marble Valley Regional Transit District**
  158 Spruce St
  Rutland, VT 05701
  Phone: (802) 773-3244
  Fax: (802) 374-3501
  Email Address: Ladx@vermontel.com
  Web: www.thebus.com

  For Scheduling Trips: *same as above*
  ADA Contact Person: Bob Kelly

  Service Area:
  Fixed Route-Rutland City, Rutland Town Proctor, Castletown, Sherburne,
  Paratransit- Rutland County

  Service is provide to:
  Commercial Passenger Airport: Rutland State Airport
  Intercity Rail Stations: Rutland City (Amtrak)
  Intercity Bus Stations: Rutland (VT Transit)

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 8:00 AM to 5:00 PM
Fixed route fare for persons with disabilities: FREE
Fixed route buses **WILL NOT** deviate
All fixed route buses **ARE** accessible.
Information regarding accessibility of services may be obtained: by request, on the routes, from booklets, the WebSite.

Paratransit Service

Weekday Hours of Service: 6:00 AM to 6:00 PM
Saturday Hours of Service: 8:00 AM to 5:00 PM
Paratransit fare for persons with disabilities: Fare free system
Cash accepted by drivers. Not Applicable.
Who is eligible to ride paratransit service? General Public
Special certifications **ARE NOT** required for visitors with disabilities
How far in advance can services be booked? up to 6 months
How far in advance do you suggest that services be booked? Two weeks
The service is operated Curb to Curb
Telephone number for reservations: (802) 773-3244

Northwest Vermont Public Transit
44 S Main St.
St. Albans, VT
Phone: (802) 527-2181

THE NETWORK

- St. Albans - Richford,
- Local transportation within St. Albans
- Alburg - Swanton - St. Albans - Georgia

- Alburg - Grand Isle - Essex Jct.

RCT Shuttle

Rural Community Transportation operates the following bus routes:

- St. Johnsbury - Lyndonville (weekdays only)
- St. Johnsbury - Littleton, NH (weekdays only)
- Newport - Derby Line (weekdays only)

St. Johnsbury, Vermont
Public Transit - Rural Systems
Rural Community Transportation Inc.
131 Portland St
St. Johnsbury, VT 05819
Phone: (802) 748-8170
Fax: (802) 748-5275

For Scheduling Trips: *same as above*
ADA Contact Person: Ann Denison

Service Area:

4 very rural counties- Essek. Orleans, caldonia and Lamoille

Fixed Route Bus and/or Rail Service

Weekday Hours of Service: 7:30 AM to 5:00 PM
Fixed route fare for persons with disabilities: $1.50 all day pass
Fixed route buses **WILL NOT** deviate for persons with disabilities.
All fixed route buses **ARE** accessible.

Paratransit Service

Weekday Hours of Service: 7:30 AM to 5:00 PM
Paratransit fare for persons with disabilities: depends on service
Cash **IS NOT** accepted by drivers.
Who is eligible to ride paratransit service? General Public
Special certifications **ARE NOT** required for visitors with disabilities.
How far in advance can services be booked? 10 days
How far in advance do you suggest that services be booked? 3 days
The service is operated Door to Door and Curb to Curb

Smugglers' Notch Resort

Smugglers' Notch Resort offers free daily transportation to the resort ***during the ski season***:

- Burlington Area
- Morrisville-Jeffersonville areas

Stagecoach Transportation Services

Phone: (802) 728-3773

- 'River Route' between Wells River and White River Junction on weekdays.

Stowe Trolley System

Towne of Stowe
P.O. Box 216
Stowe, VT 05672
Phone: (802) 253-6130

Type of Service: Public Transit - Rural

The Town of Stowe operates fixed-route busses as follows:

- Mountain Road in Stowe - Daily ***during ski season only***

- Stowe to Morrisville - twice-weekly mid-day year-around.

Ticonderoga Ferry
Phone: (802) 897-7999

A seasonal ferry connecting Shoreham VT and Ticonderoga NY.

Town & Village Bus
P.O. Box 101
15 Bridge St.
Bellows Falls, VT 05101
Phone: (802) 463-9951
Fax: (802) 463-1561
Email: Townbus@somer.net

Type of Service: Public Transit - Rural
ADA Contact Person: Sherry Schofield

Service Area:
Southern VT counties of Windsor and windham

Service is provided to:
Intercity Bus Stations: SPFLD- Bellow Falls-Brattleboro

Fixed Route Bus and/or Rail Service
Weekday Hours of Service: 6:30 AM to 5:30 PM
Fixed route fare for persons with disabilities: $.50 Reg. $.25 seniors in town
All are accessible

Paratransit Service

Weekday Hours of Service: 6:30 AM to 5:30 PM
Cash IS accepted by drivers.
Who is eligible to ride paratransit service? General Public
How far in advance can services be booked? 2 weeks
How far in advance do you suggest that services be booked? 24 hours
The service is operated Curb to Curb

Town & Village Bus provides local bus services within Windham & Southern Windsor Counties:

- Springfield Local Service
- Springfield-Chester-Bellows Falls-Westminster
- Brattleboro Local Service (Brattleboro Bee Line)
- Bellows Falls-Brattleboro
- Springfield-Chester-Ludlow
- Windsor Local Service (includes Hartland, Ascutney, & Route 5 South)
- Bellows Falls-Springfield-Lebanon Express

Vermont Transit
Phone: (802) 864-0211

Vermont Transit (a subsidiary of Greyhound) operates the following intercity routes through Vermont on a daily basis:

- Montreal - **St. Albans - Burlington - Waterbury - Montpelier - White River Jct.** - Manchester NH - Boston
- **Newport - St. Johnsbury** - Littleton NH - **Wells River - White River Jct.**
- **Rutland - Killington - Woodstock - White River Jct.**
- **Rutland - Ludlow - Springfield - Bellows Falls - Brattleboro** - Keene NH - Winchendon MA - Boston
- **Rutland - Ludlow - Springfield - Bellows Falls - Brattleboro** - Keene NH - Nashua NH - Boston
- **White River Jct. - Ascutney - Bellows Falls - Brattleboro** - Springfield MA
- **Burlington - Middleboro - Rutland - Manchester - Bennington** - Albany NY

Note that current and future bus schedules and fares are ***also available*** at the Greyhound Web Site through a quick look-up scheme.

Wheels Transportation

- City Wheels operating between downtown **Montpelier** and downtown **Barre**
- Hospital Hill Wheels from Montpelier & Barre to **Hospital Hill (Berlin)**, with an optional door-to-door service
- Commuter bus between Montpelier and **Waterbury** & in-town Waterbury service
- Commuter bus between Montpelier and **Northfield** & in-town Northfield service
- Demand-responsive service to:
    - Cabot, Calais, East Montpelier, Marshfield, Montpelier, Plainfield & Woodbury
    - Fayston, Middlesex, Moretown, Waitsfield & Warren

White River Transportation Services
P.O. Box 356
Randolph, VT 05060
Phone: (802) 728-3773

Type of Service: Public Transit - Rural

Chapter IV

Phone/Web Listings

Useful Phone Numbers and Web Site Addresses

New England Public Transit Web Sites

New England Public Transit Schedules & Resources
New England Public Transit Org
Webpage: http://netransit.topcities.com/

Massachusetts Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/ma/macities.htm

Massachusetts Transit Resources
Webpage: http://www.apta.com/links/state_local/ma.cfm

Connecticut Transit Resources
Webpage: http://www.apta.com/links/state_local/ct.cfm

Connecticut Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/ct/ctcities.htm

Maine Transit Resources
Webpage: http://www.apta.com/links/state_local/me.cfm

Maine Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/me/mecities.htm

New Hampshire Transit Resources
Webpage: http://www.apta.com/links/state_local/nh.htm

New Hampshire Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/nh/nhcities.htm

Rhode Island Transit Resources
Webpage: http://www.apta.com/links/state_local/ri.cfm

Rhode Island Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/ri/ricities.htm

Vermont Transportation Resources by City
Webpage: http://www.projectaction.org/paweb/vt/vtcities.htm

Transportation Information Resources

The Access Board
1331 F Street, NW, Suite 1000
Washington, DC 20004-1111
Phone: (202) 272-0080, (800) 872-2253
Fax: (202) 272-0081
TTY: (202) 272-0082, (800) 993-2822
Email: **info@access-board.gov**

Americans with Disabilities Act
Assistance Line
Phone: (888) 446-4511
Email: ada.gov

American Public Transportation Association
1666 K Street, N.W.
Suite 1100
Washington, DC 20006
Phone: (202) 496-4800
Webpage: www.apta.com

Amtrak
Phone: (800) 872-7245
Webpage: www.amtrak.com

The Association of Programs for Rural Independent Living (APRIL)
5903 Powdermill Rd. *
Kent, OH 44240
Phone: (330) 678-7648
Fax: (330) 678-7658
TTY: (330) 678-8467

Association of Travel Instruction
Box 2042
Madison Square Station
New York, NY 10159
Phone: (718) 803-3782 ext.278

Berkshire Regional Planning Commission
Phone: (413) 442-1521
Webpage: www.berkshireplanning.org

Berkshire RTA (BRTA)
67 Downing Parkway
Pittsfield, MA 01201
Phone: (413) 499-2782, (800) 292-BRTA
TDD: (413) 448-2108
Webpage: www.ma-rtas.org

Brockton Area Transit (BAT)
34 School St.
Brockton, MA 02301
Phone: (508) 580-1170 (schedule info)
(508) 588-2240 (office)
(508) 584-5530 (Dial A BAT)
TDD: (508) 586-0009

Cape Ann Transportation Authority (CATA)
168 Eastern Ave.
Gloucester, MA 01930
Phone: (978) 283-7278
Phone: (978) 283-1886

Administrative Office:
3 Pond Rd.
Gloucester, MA 01930
Webpage: www.canntran.com

Cape Cod Commission
Phone: (508) 362-3828
Webpage: www.gocapecod.org

Cape Cod RTA (CCRTA)
215 Iyannough Road
P.O. Box 1988
Hyannis, MA 02601
Phone: (508) 775-8504, (800) 352-7155
TDD: (508) 385-4163
Webpage: capecodtransit.org or www.thebreeze.info

Central Artery/Ted Williams Tunnel/North Area Project
Phone: (617) CAT-HELP (228-4357) (Public Information)
(617) 951-6400 (Public Affairs)
Webpage: www.bigdig.com

Central Massachusetts Regional Planning Commission
Phone: (508) 756-7717
Webpage: www.cmrpc.org

Community Transportation Association of America
1341 G St NW, 10th Floor,
Washington DC 20005
Phone: (202) 628-1480
Fax: (202)737-9197
Webpage: CommuterChoice.com

Community Transit Services, Inc.
573 South St.
Athol, MA
Phone: (978) 575-9966

Easter Seals Project ACTION
700 13th Street, NW
Suite 200
Washington, DC 20005
Phone: (202) 347-3066
Fax: (202) 737-7914
TDD: (202) 347-7385
Email: project_action@opa.easter-seals.org
Webpage: www.projectaction.org

Executive Office of Health and Human Services
Human Service Transportation
600 Washington St., 5th floor
Boston, MA 02111

The Executive Office of Transportation
10 Park Plaza, Suite 3170
Boston, MA 02116
Phone: (617) 973-7000
Fax: (617) 523-6454
Email: feedback.eotc@state.ma.us

Federal Transit Administration
400 7th Street, SW
Washington, DC 20590
L'Enfant Plaza Metrorail Station (7th and D Streets)
Webpage: www.fta.dot.gov

Franklin Regional Council of Governments
(413) 774-3167
Webpage: www.frcog.org

Franklin RTA (FRTA)
Franklin County C.H.
474 Main St.
Greenfield, MA 01301
Phone: (888) 301-2262, (413) 774-2262
Webpage: users.rcn.com/frta

GeoGraphics Lab
The Moakley Center for Technological Applications
Bridgewater State College
Bridgewater, MA 02325
Phone : (508) 531-6137
Email : geomaster@bridgew.edu

GO MAINE Commuter Connections
Greater Portland Council of Governments
233 Oxford Street
Portland, Maine 04101
Phone: (800) 280-RIDE / (800) 280-7433 (Toll-free)
Fax: (207) 774-7149

Good News Garage Connecticut:

GNG Hartford
3580 Main St.
Hartford, CT 06120
Phone: (877) GIVE-AUTO (877-448-3288) (Toll Free)
Local Number: (860) 566-5774
Webpage: hartfordgng@earthlink.net

GNG New Haven
117-125 Whalley Ave.
New Haven, CT 06511
Phone: (877) GIVE-AUTO (877-448-3288) (Toll Free)
Local Number: (203) 772-3830
Webpage: gngeric@earthlink.net

Good News Garage Massachusetts
630 Main St. Ste. 2
Sturbridge, MA 01566
Phone: (877) GIVE-AUTO (877-448-3288) (Toll Free)
Local Number: (508) 347-1277

Good News Garage New Hampshire
325 Merrill St.
Manchester, NH 03103
Phone: (877) GIVE-AUTO (877-448-3288) (Toll Free)
Local Number: (603) 669-6937
Webpage: goodnewsgarage@LCSNNE.org

Good News Garage Vermont
331 N. Winooski Avenue
Burlington, VT 05401
Phone: (877) GIVE-AUTO (877-448-3288) (Toll Free)
Local Number: (802) 864-3667
Webpage: info@goodnewsgarage.org

Greater Attleborough Taunton RTA (GATRA)
10 Oak St.
Taunton, MA 02780
Phone: (508) 823-8828
Webpage: www.gatra.org

7 Mill St.
Attleborough, MA 02703
Phone: (508) 222-6106

Greater Boston Convention and Visitors Bureau
Phone: (617) 536-4100 or (888) SEE-BOSTON
Webpage: www.bostonusa.com

Greenfield/Montague Transportation Area (GMTA)
382 Deerfield St.
Greenfield, MA 01301
Phone: (413) 773-9478
Webpage: www.gmta-transit.org

Independent Living Centers in Massachusetts
Webpage: www.mass.gov/mrc/il/ilcenters.htm

Info. Ctr. For Individuals with Disabilities
MA Network of Info. Providers: (800) 642-0249
MA Dept. of Public Health - Early Intervention: (617) 624-5969
MA Commission for the Blind: (617) 727-5550
MA Office on Disability: (617) 727-7440 or (800) 322-2020
Deaf and Hard of Hearing Commission: (800) 882-1155 or (617) 740-1600 or TTY: (617) 740-1700 or (800) 530-7570
Emergency: (800) 249-9949

The Kennedy Center, Inc

2440 Reservoir Ave.
Trumbull, CT 06611
Phone: (203) 365-8522

184 Garden St.
Bridgeport, CT 06605
Phone: (203) 332-4535

Lowell RTA (LRTA)
145 Thorndike St.
Lowell, MA 01852
Phone: (978) 452-6161 (schedule information)
Phone: (978) 459-0164 (office)
Webpage: www.lrta.com

Martha's Vineyard RTA (VTA)
RR1 Box 10
11 A Street
Edgartown, MA 02539
Phone: (508) 627-7448 (recorded information)
Phone: (508) 693-9440 (main office)
Webpage: www.vineyardtransit.com

MA Office of Travel and Tourism
Phone: (800) 227-6277 or (617) 973-8500
Webpage: www.massvacation.com

Martha's Vineyard Commission
Phone: (508) 693-3453

Massachusetts Bay Transit Authority (MBTA)
Main Switchboard: (617) 222-5000
Travel Information: (617) 222-3200, (800) 392-6100
(Hearing Impaired): TTY (617) 222-5246
Customer Relations: (617) 222-5215
Elevator Update Line: (617) 222-2828
MBTA Police: (617) 222-1000
Emergency: (617) 222-1212
MBTA Pass Program: (617) 222-5218
Pass Program By Phone (Orders): (877) 927-7277
Pass Program By Phone (Customer Service): (877) 939-0929
The RIDE: (617) 222-5123 or (800) 533-6282
(Hearing Impaired): TTY (617) 222-5415
Lift Bus Requests: (800) LIFT-BUS
(Hearing Impaired):TTY (617) 222-5854
Senior Citizens/Statewide Passes: (617) 222-5976 or (617) 222-5438
(Hearing Impaired): TTY (617) 222-5854
Project Clean: (617) 222-5215
Website: www.mbta.com

Massachusetts Bike Coalition (MassBike)
Phone: (617) 542-2453
Webpage: www.massbike.org

Massachusetts Association of Councils on Aging
116 Pleasant St., Room 3109
Easthampton, MA 01027-2740
Phone: (413) 527-6425
Webpage: www.mcoaonline.com

Mass Developmental Disabilities Council
1150 Hancock Street
Quincy, MA 02169
Phone: (617) 770-7676
Fax: (617) 770-1987
TTY: (617) 770-9499
Webpage: www.state.ma.us/mddc/

Massachusetts Highway Department
Phone: (617) 973-7800 (General Information)
Cellular phones: (888) 359-9595 or #321 (Project Clean)
Webpage: www.state.ma.us/mhd

Massachusetts Port Authority (MassPort)
Phone: (617) 428-2800 (General Info.)
Logan Ground Transport Information: (800) 23-LOGAN
Webpage: www.massport.com

Massachusetts Rehabilitation Commission
27 Wormwood St.
Boston, MA 02210-1616
Phone : (617) 204-3699
Webpage : www.mass.gov/mrc/transportation/index.htm

MassRIDES
Phone: (888) 4 Commute
Webpage : www.commute.com

Massachusetts State Police
Phone: (617) 523-1212 (Emergency)
Cellular Phones: *SP (*77)
General Calls: (617) 740-7600
Webpage: www.state.ma.us/msp

Massachusetts Turnpike Authority (MTA)
Phone: (877) MASSPIKE (Commuter Services Dept.)
Carpool Pass Program: (877) MASSPIKE
Road Conditions: (800) 828-9104
Webpage: www.massturnpike.com or www.mtafastlane.com

Medical Transportation Information
Mass Health customer Service Center
Hotline: (800) 841-2900
TTY: (800) 497-4648
Webpage: www.state.ma.us/dma/

Merrimack Valley Planning Commission
Phone: (978) 374-0519
Webpage: www.mvpc.org

Merrimack Valley RTA (MVRTA)
85 Railroad Ave.
Haverhill, MA 01835
Phone: (978) 469-6878
Webpage: www.mvrta.com

Metropolitan Area Planning Council
Phone: (617) 451-2770
Webpage: www.mapc.org

Metropolitan District Commission (MDC)
Phone: (617) 727-1300 or (617) 727-5114 ext. 530 (Public Information)
Webpage: www.state.ma.us/mdc

Montachusett Regional Planning Commission
Phone: (978) 345-7376
Webpage: www.mrpc.org

Montachusett RTA (MART)
R-1427 Water St.
Fitchburg, MA 01420
Phone: (978) 345-7711/(800) 922-5636
TDD: (800) 789-0577
Webpage: www.montachusettrta.org

Nantucket Planning & Economic Development Commission
Phone: (508) 228-7237
Webpage: www.town.nantucket.ma.us/departments/npedc.html

Nantucket RTA (NRTA) - ***seasonal shuttle service (5/25 - 9/29)***
22 Federal Street
Nantucket, MA 02554
Phone: (508) 325-9571 (Administrative Office)
Phone: (508) 228-7025 (recorded information)
Webpage: www.town.nantucket.ma.us

National Council on Independent Living
1916 Wilson Boulevard
Suite 209
Arlington, VA 22201
Phone: (703) 525-3406
TTY: (703) 525-4153
Fax: (703) 525-3409
Email: ncil@ncil.org

National Organization on Disability
910 Sixteenth Street, N.W., Suite 600
Washington, DC 20006
Phone: (202) 293-5960
Fax: (202) 293-7999
TTY: (202) 293-5968
Email: ability@nod.org

New Hampshire Department of Transportation
John O. Morton Building
1 Hazen Drive
Concord, NH
03302-0483
Phone: (603) 271-3734
Fax: (603) 271-3914

Northern Middlesex Council of Governments
Phone: (978) 454-8021
Webpage: www.nmcog.org

Old Colony Planning Council
Phone: (508) 583-1833
Webpage: www.ocpcrpa.org

Pioneer Valley Planning Commission
Phone: (413) 781-6045
Webpage: www.pvpc.org

Pioneer Valley Transit Authority (PVTA)
1776 Main St.
Springfield, MA 01103
Phone: (413) 781-PVTA (schedules)
Webpage: www.pvta.com

Administrative Office:
2808 Main St.
Springfield, MA 01107
Phone: (413) 732-6248 (Administrative office)

Rideshare & Public Transit Information
Phone: (800) 685-RIDE (7433)
Email: info@vpta.net

Rideworks
195 Church St.
New Haven, CT 06510
Phone: (In CT) (800) ALL-RIDE, (203) 777-RIDE
Fax: (203) 773-5014
Email: info@rideworks.com

Senior Citizens Services
Elder Affairs Executive Office: (800) 882-2003 or (617) 727-7750
Resources for Massachusetts Elders: (800) AGE-INFO (243-4636)
Webpage: www.800ageinfo.com

SmarTraveler
Real-Time Traffic Information: (617) 374-1234
Enter your route number, plus the (*) star key for traffic information.
Cellular Phones, Dial *1
Webpage: www.smartraveler.com

Southeastern Regional Planning & Economic Development District
Phone: (508) 824-1367
Webpage: www.srpedd.org

Southeastern RTA (SRTA)
25 North 6th St.
New Bedford, MA 02740
Phone: (508) 672-6071 (Fall River); (508) 999-5211 (New Bedford)
Webpage: www.ma-rtas.org

Transportation Association of Northern Berkshire, Inc.
6 West Main St.
North Adams, MA 01247
Phone: (413) 664-0300

T.F. Green Airport, Providence, RI
Phone: (401) 737-8222 or (888) 268-7222 (General Info.)
Webpage: www.pvd-ri.com or www.pvdairport.com

WalkBoston
Phone: (617) 451-1570
Webpage: www walkboston.org

Worcester RTA (WRTA)
287 Grove St.
Worcester, MA 01605
Phone: (508) 791-WRTA
(508) 791-2389
(508) 797-5560 (PBSI service for elderly and disabled riders)
TDD: (508) 791-6401 or (800) 439-2370
Webpage: www.therta.com

Vermont Public Transportation Association
212 Holiday Dr., Suite 1
White River Jct., VT 05001-2097
Phone: (802) 296-2143; (802) 296-2143
TDD: (802) 296-2153
Fax: (802) 296-3103

Zipcar
Phone: (617) 491-9900
Webpage: www.zipcar.com

RideSharing Agencies Serving the Northeastern United States

State	Agency Name	Location	Phone # (s) & Web Sites
Connecticut	The RideShare Company	Windsor	(800) 972-3279 (800) 842-2150 (CT only) (860) 298-7000 www.rideshare.com
Connecticut	MetroPool	Stamford	(203) 324-6700 (800) 346-3743 www.metropool.com
Connecticut	RideWorks	New Haven	(203) 777-RIDE (800) ALL-RIDE (CT only) www.rideworks.com
Maine	RideShare	Portland	(207) 774-9891 (207) 775-7433 (800) 280-RIDE (ME only) www.gomaine.org
Massachusetts	MassRIDES	Boston	(888) 4-COMMUTE www.commute.com
New Hampshire	New Hampshire DOT	Concord	(603) 271-4043 or (800) 462-8707 (NH only) www.nhrideshare.com

New Jersey	TransOptions, Inc. (formerly McRides)	Cedar Knolls	(973) 267-7600 (800) 245-7665 (NJ only) www.transoptions.org
New York	Long Island RideSharing	Ronkonkoma	(631) 737-CARS or (877) 4COMMUTE www.737cars.com www.litm.org
Rhode Island	RI Public Transit Authority	Providence	(401) 784-9500 (401) 781-9400 (888) 88-RIPTA (RI only) www.ripta.com
Vermont	VT Public Transit Authority	White River Junction	(800) 685-RIDE (802) 296-2143 www.vpta.net

Chapter V

Glossary of Transportation Terms

Massachusetts Rehabilitation Commission
Transportation Information

Glossary of Transportation Terms

This material was developed by the Community Transportation Association of America, and is presented here with their permission. CTAA is an association of organizations and individuals committed to improving mobility for all people. CTAA maintains a comprehensive web page at www.ctaa.org/ with resources, information and a National Transit Library. Like other industries, community transit has a language of its own, one that is often thick with acronyms and terms that are not easily understood. This summary provides clear, concise definitions for these terms. Call the National Transit Hotline (800.527.8279) whenever you run across an unfamiliar term in your daily work that is not defined in this glossary.

AAA
Area Agency on Aging. The local entity that plans senior services and advocates for the elderly within their communities, administering provisions of the Older Americans Act (see OAA).

Access Board
Common name for the Architectural and Transportation Barriers Compliance Board, an independent Federal agency whose mission is to develop guidelines for accessible facilities and services, and to provide technical assistance to help public and private entities understand and comply with the Americans with Disabilities Act (ADA).

Access to Jobs
Federal funding for programs to increase work-related transportation available to low - income individuals. Authorized in TEA-21. Non-profit organizations and municipalities can apply to FTA for funding.

Accessibility
The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.

AFDC:
Aid to Families with Dependent Children. The joint Federal-state welfare program until 1996 when welfare reform ended AFDC and created TANF.

Alternative Fuels
Vehicle engine fuels other than standard gasoline or diesel. Typically, alternative fuels burn cleaner than gasoline or diesel and produce reduced emissions. Common alternative fuels include methanol, ethanol, compressed natural gas (CNG), liquefied natural gas (LNG), clean diesel fuels and reformulated gasoline.

Americans with Disabilities Act (ADA)
Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services, and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those persons unable to use fixed-route service because of their disability.

AoA
Administration on Aging. The agency within the U.S. Department of Health and Human Services that oversees the implementation of the Older Americans Act, including senior nutrition programs, senior centers, and supportive services for elders.

AVL
Automatic Vehicle Location

Bridges-to-Work
A research demonstration project intended to link poor but job-ready inner-city residents with suburban jobs. The five demonstration sites are Baltimore, Chicago, Denver, Milwaukee and St. Louis.

Brokerage
A method of providing transportation where riders are matched with appropriate transportation providers through a central trip request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.

Bus Testing
Originally drafted in 1989, the Federal Transit Administration (FTA) Bus Testing regulations mandate that all transit vehicle models purchased with FTA money must undergo testing at FTA's Altoona, Pa. bus testing site.

Buy America
Federal transportation law which requires that all purchases of vehicles, equipment or any other manufactured item be of US-made and assembled components, unless the purchase price is less than $100,000 or the DOT has given the purchaser a Buy America waiver.

Capital Costs
Refers to the costs of long-term assets of a public transit system such as property, buildings and vehicles. Under TEA-21, FTA has broadened its definition of capital costs to include bus overhauls, preventive maintenance, and even a share of transit providers ADA paratransit expenses.

Clean Air Act
Federal regulations which detail acceptable levels of airborne pollution and spell out the role of state and local governments in maintaining clean air.

Commercial Driver's License (CDL)
The standardized driver's license required of bus and heavy truck drivers in every state. Covers drivers of any vehicle manufactured to seat 15 or more passengers (plus driver) or over 13 tons gross vehicle weight. The CDL is mandated by the Federal government in the Commercial Motor Vehicle Safety Act of 1986.

Community Transportation
Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations.

Complementary Paratransit
Paratransit service that is required as part of the Americans with Disabilities Act (ADA) which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria designed to ensure they are indeed complementary.

Congestion Mitigation and Air Quality Project (CMAQ)
A flexible funding program administered by the Federal Highway Administration (FHWA) which funds projects and programs to reduce harmful vehicle emissions and improve traffic conditions. CMAQ funds may be used flexibly for transit projects, rideshare projects, high-occupancy vehicle lanes, or other purposes.

Coordination
A cooperative arrangement between transportation providers and organizations needing transportation services. Coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages or consolidated transportation service providers.

Curb-to-Curb Service
A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.

CTAA
Community Transportation Association of America. A national professional association of those involved in community transportation, including operators, vendors, consultants, and Federal, state and local officials.

CTAP
Community Transportation Assistance Project. This program of the U.S. Department of Health and Human Services offers training materials, technical assistance and other support services for community transportation providers across the country. CTAP services are currently delivered by CTAA through the National Transit Resource Center.

Demand-Response Service
The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." Usually, but not always, these services require advance reservations.

Deviated Fixed Route
This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location on demand.

DHHS
U.S. Department of Health and Human Services.

Disabled
Any person who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as persons who are not so affected.

DOL
U.S. Department of Labor.

DOT
U.S. Department of Transportation.

Door-to-Door Service
A form of paratransit service which includes passenger assistance between the vehicle and the door of his or her home or other destination. A higher level of service than curb-to-curb, yet not as specialized as door-through-door service (where the driver actually provides assistance within the origin or destination).

Drug and Alcohol Testing Regulations
DOT implemented the Omnibus Transportation Employee Testing Act in December 1992. The act requires drug and alcohol tests for all safety-sensitive employees of agencies receiving Section 5309, 5307 or 5311 funding (Section 5310 agencies are not included), including drivers, maintenance workers, dispatchers and supervisors.

Economic Development
The improvement of an area's employment, production or industrial well being. The availability of public transit can play an important role in economic development.

Employment Transportation
Transportation specifically designed to take passengers to and from work or work-related activities.

Empowerment Zones /Enterprise Communities (EZ/EC)
These areas, so designated by the Department of Housing and Urban Development (HUD) and the Department of Agriculture (USDA), are eligible for preferences and flexibility in many federal grant programs. EZ/ECs are chosen competitively based on community poverty characteristics and local strategic planning processes.

Fare box revenue
The monies or tickets collected as payments for rides. Can be cash, tickets, tokens, transfers and pass receipts. Fare box revenues rarely cover even half of a transit system's operating expenses.

FHWA
The Federal Highway Administration, a component of the U.S. Department of Transportation, provides funding to state and local governments for highway construction and improvements, including funds which must be used for transit. FHWA also regulates the safety of commercial motor vehicle operations (vehicles which require a CDL to drive). FWHA is the lead agency in federal intelligent transportation activities and regulated interstate transportation.

Fixed-route
Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight, and the use of larger transit vehicles.

FTA
Federal Transit Administration (before 1991, Urban Mass Transportation Administration). A component of the U.S. Department of Transportation that regulates and helps fund all public transportation. FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance and demonstration programs. FTA was created by the passage of the Urban Mass Transportation Act of 1964.

GPS
Global Positioning System

Grant
The award of government funds to an entity. Federal funds are typically awarded either as formula (or "block") grants, where a predetermined legislative process establishes the level of funding available to an entity, or discretionary grants, where the funding agency is free to determine how much (if any) funding an entity will be given based on the relative merits of the proposal. Private foundations also give grants based on much the same criteria.

Head Start
A program of comprehensive services for economically disadvantaged preschool-age children. Services, including transportation, are provided by local Head Start agencies and are funded by the Administration for Children and Families, part of DHHS.

Human Services Transportation
Transportation related to the provision of human or social services. Includes transportation for the elderly and people with disabilities when the transportation is provided by an arrangement other than the public service available to all.

IDEA
Individuals with Disabilities Education Act

Intercity Transportation
Transportation service between two urban areas. Under FTA's Section 5311 (f), intercity transportation service must receive no less than 15 percent of each state's total Section 5311 funding, unless a state's governor certifies that these needs are already being met.

IT
Information Technologies

ITS
Intelligent Transportation Systems

Jitney:
A privately-owned small vehicle that is operated on a fixed route but not on a fixed schedule.

JOBLINKS:
A demonstration program of the Federal Transit Administration, operated by CTAA. The JOBLINKS program tests new ways of providing employment transportation to unemployed and underemployed people through local partnerships between transportation providers and human service agencies.

LAN
Local Area Network

Match
State or local funds required by the federal government to complement federal funds for a project. A match may also be required by states in funding projects which are joint state/local efforts. Some funding sources allow services, such as the work of volunteers, to be counted as an in-kind funding match. Federal programs normally require that match funds come from other than Federal sources.

Medicaid
Also known as Medical Assistance, this is a health care program for low-income and other medically needy persons. It is jointly funded by state and federal government. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment.

MPO
Metropolitan Planning Organizations are the local bodies that select projects in urban areas to be funded by TEA-21.

MRO
Medical Review Officer. An accredited physician who can review the results of drug and alcohol tests for transit employees. A MRO is mandatory for certain transit agencies under the DOT Drug and Alcohol Regulations. The definition and qualifications for a MRO are included in 49 C.F.R. Part 40.

National Transit Database Reports
Annual reports formerly known as Section 15, based on financial and operating data, required of almost all recipients of transportation funds under Section 5307.

National Transit Resource Center
CTAP and RTAP funded service housed at CTAA. Provides technical assistance, information, and support to the community transportation industry. Most services and materials are available at no charge.

NEMT
Non-Emergency Medical Transportation (under Medical)

OAA
Older Americans Act. Federal law first passed in 1965. The act established a network of services and programs for older people. This network provides supportive services, including transportation and nutrition services, and works with public and private agencies that serve the needs of older individuals.

Operating costs
Non-capital costs associated with operating and maintaining a transit system, including labor, fuel, administrative and maintenance.

Paratransit
Types of passenger transportation that are more flexible than conventional fixed- route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, shared-ride taxis, car pooling and vanpooling, jitney services, and so on. Most often refers to wheelchair-accessible, demand-response van service.

PIC
Private Industry Council. Local PICs may also use such names as Workforce Development Board or Economic Development Board. They are concerned with training and developing workers to meet the needs of local businesses. PICs are responsible for most local job training programs and related welfare-to-work efforts.

Pre-Award/Post-Delivery Audit Requirements
Since 1991, FTA has required recipients of Sections 5307, 5309, 5310 and 5311 funds to carry out audits of vehicles and other rolling stock purchased with FTA money. These audits are to ensure that vehicles are manufactured according to specification and comply with applicable Buy America and Federal Motor Vehicle Safety Standards.

Public Transportation
Generally refers to transportation provided using pubic subsidies (may be operated by public, non-profit or for-profit entities)

Risk Management
An element of a transit system's safety management program. Includes identification and evaluation of potential safety hazards for employees, passengers and the public.

RTAP
Rural Transit Assistance Program. This project of the FTA offers training materials, technical assistance and other support services for rural transit systems across the country. RTAP funds help to support the National Transit Resource Center.

Section 5307
The section of the Federal Transit Act that authorizes grants to public transit systems in all urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from FTA.

Section 5309
The section of the Federal Transit Act that authorizes discretionary grants to public transit agencies for capital projects such as buses, bus facilities and rail projects.

Section 5310
The section of the Federal Transit Act that authorizes capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in both rural and urban settings, who are either nonprofit organizations or the lead agencies in coordinated transportation programs.

Section 5311
The section of the Federal Transit Act that authorizes capital and operating assistance grants to public transit systems in areas with populations of less than 50,000.

Service Route
Another hybrid between fixed-route and demand-response service. Service routes are established between targeted neighborhoods and service areas riders want to reach. Similar to deviated fixed routes, service routes are characterized by flexibility and deviation from fixed-route intervals. However, while deviated fixed routes require advanced reservations, service routes do not. A service route can include both regular, predetermined bus stops and/or allow riders to hail the vehicle and request a drop-off anywhere along the route.

TANF
Temporary Aid to Needy Families. Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs of families with no income or resources. It replaces AFDC, JOBS, Emergency Assistance and some other preceding federal welfare programs. Because of TANF-imposed time limits, states are using TANF to try placing recipients in jobs as quickly as possible, often using program funds to pay for transportation, child care, and other barriers to workforce participation.

TEA-21
Transportation Equity Act for the Twenty-first Century. This 1998 legislation authorizes approximately $217 billion for highways, highway safety and mass transportation until Fiscal Year 2003.

Trip
A one-way movement of a person or vehicle between two points. Many transit statistics are based on "unlinked passenger trips," which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

USDA
U.S. Department of Agriculture. Among its many other functions, USDA is the federal governments primary agency for rural economic and community development.

Vanpool
A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.

WAN
Wide Area Network

WIA
Workforce Investment Act